

Monika Naidu

EXPERIENCE SUMMARY –

Extensive experience of around 10 years working with International IT/ ITES, Business development, Consulting, Staff Augmentation, US Recruitment, Staffing, RPO, KPO companies.

- **US ONSITE EXPERIENCE:** Excellent exposure of working with IT Companies in US. I have worked in Florida and Texas. Worked on L2- EAD visa.
- **INTERNATIONAL WORK EXPOSURE:** Excellent exposure working with fortune 500 clients – majorly from North America (US & Canada) like Fannie Mae, Freddie Mac, Capital One, CSC, EDS, Verizon, National Grid, ATT, Johnson and Johnson, State of NJ, State of VA, Gillette and Toyota.
- **UNDERSTANDING OF NORTH AMERICAN BUSINESS CULTURE:** Excellent understanding of the North American (US & Canada) business culture & philosophy, a suitable candidate for companies wanting to grow their business in North America.
- **BUSINESS ACCUMEN:** Great business acumen and hence been closely working with the top executive management of companies (i.e. CEO, VP) to help them achieve their business goals.
- **US IT/ERP/CRM CONSULTING, RECRUITING, STAFFING EXPERIENCE:** Over 4+ years of exclusive experience in the field of US based IT/ERP/CRM Consulting, Staffing, Staff Augmentation, and US Recruitments as a Sales & Business Development and Delivery/Process.
- **TEAM LEAD & TEAM MANAGER:** Excellent leadership & management skills and has been leading & managing around 50 people teams
- **FIRE TO GROW:** Strong business acumen & most importantly the "FIRE TO GROW" the business, ensure companies get more meaningful business growth and achieve their business goals, and eventually convert potential customers into very contented customers.
- **GOOD NEGOTIATOR:** Strong business negotiation skills & by the virtue of which has helped companies achieve cost cutting & increased business revenues.
- **SELF MOTIVATED LEADER:** Self-motivated individual and proactive leader with great creativity, ability to achieve process & business improvement, provide cost cutting measures and volunteer for staff development efforts to increase business profits and productivity thereby leading to great customer satisfaction.
- **QUICK LEARNER:** Ability to quickly grasp and apply innovative ideas, and providing solutions to fit company requirements thereby helping them achieve great customer satisfaction. Excellent communication & interpersonal skills which has helped to thrive & deliver in both independent and collaborative work environments.

Professional Experience:

**Reliable Software (Fuzen Software)
Sr Delivery Manager**

June 2015 till date

- Managing Client Deliveries
- Handling a large team of Recruiters
- Account Management
- Process and Soft Skills training
- Handling issues/ escalations
- Handling VMS portals for Clients (Field glass, i-labor,)
- Evaluating candidates for submittals
- Handling interview schedules
- Managing Sales and Recruitment team for smooth delivery
- Report Generation

**SRITech Solutions (Hyderabad, India)
Sr Account Manager/ Offshore Head/ BDM**

April 2014 till May 2015

- Managing the entire Offshore Operations
- Process/ Business Training for Fresher's and existing team
- Ensuring Delivery of candidate
- Managing Accounts
- Business Development for existing Clients
- Managing the Sales Team to ensure smooth delivery
- Day to Day Operations of Hyderabad Office
- Conducting Interviews and Hiring candidates for Offshore Office
- Managing entire HR process for Offshore Office

**Skolix LLC (Plano, TX/ US)
Account Manager/ Client Relationship Manager**

August 2013 till April 2014

- Managing the team based offshore
- Managing existing Accounts, Client Servicing
- Business Development from new and existing Clients
- Roles and responsibilities include Delivery, Team building, Training, Mentoring and Leadership
- Client visits in the US to maintain long term relationships and prospect Business
- Working with Direct and Tier 1 Clients
- Worked on fulltime and Contract positions
- Responsible for end to end Recruitment Cycle

**ERP Analysts (Tampa, FL/ US)
Account Manager/ Client Relationship Manager**

April 2013 till August 2013

- Develop relations through calls and in-person client visits, develop and maintain long term business relationships
- Ensure quality customer service by resolving all issues pertaining to Sales
- Responsible for developing, and maintaining existing and new client relationships

- Regularly meet with senior management to give status updates, presentations, and review ongoing activities, build competitive analysis, provide business plans and strategies for marketplace objectives
- Work with CEO's and Department Managers to identify new business needs and design solutions based proposals accordingly
- Sourcing/recruiting via internet, referrals, screening resumes, and candidates
- Provide guidance and assistance to all new consultants for benefits and payroll
- Interviewing of possible candidates, reference checks, client contact, and negotiation of contracts and fees
- Working with Tier1 Vendors to fulfill their positions with their Direct Clients
- Recruiting for positions on a daily basis
- End to end Recruitment cycle.
- Managing H1 transfers and marketing of those candidates
- Managing a team of Recruiters

Genisys Software (Bangalore, India)
Account Manager

July 2009 till March 2010

- Handling IBM and Oracle Account independently.
- SPOC for IBM and Oracle Account.
- Point of Contact for all Procurement, Recruitment, Finance and On Boarding from IBM and Oracle.
- Getting requirements from the Account and getting profiles submitted by the Recruitment team.
- Responsible for end to end Recruitment Cycle.
- Handling all escalations at Client level.
- Ensuring that Delivery is met as per requirement.

Lance Soft, Inc. (Bangalore, India)
Sr Recruitment Manager/ Sr Operations Manager

November 2007 till April 2009

- Led the efforts for setting up a New Sales, US Recruitment & BD team in Bangalore.
- Handling VMS portals for all Direct Clients (Johnson and Johnson, AT&T, Fannie Mae, Freddie Mac, CSC, Verizon, Federal Clients)
- Works closely with the company's top management team (VP & CEO)
- Responsible for end to end Recruitment Cycle.
- Responsible for getting the requirement closed, short listing, client interviews and on boarding of Candidates.
- Primarily responsible for setting up of a proactive & highly result driven Sales, Recruitment & BD team
- Responsible for recruiting the right talent into the Organization.
- Heads a team of about 50 people.
- Takes the responsibility of the Sales, Recruitment & BD team, so as to ensure the team meets its assigned revenue targets
- Single handedly set up the entire Sales, Recruitment and BD setup in Bangalore.
- Taking decision on hiring resource from outside or within the organization.
- Hiring Manager for all positions for US Operations.
- Handling escalations for all US Process within Lance Soft, Bangalore.
- Set up the Timesheet, Collections and Invoicing Process.
- Set the Sales Admin team, which ensures on boarding of candidates for Direct and T1 Clients.
- Set up the HR, Benefits and Immigration team as well.
- Responsible for the entire Night Shift Operations.
- Issued various HR policies within Bangalore office.
- Part of major decision making in the company.
- Handling entire resource requirement external / internal for all the levels across vertical.
- Prepared various manuals for all the US Process.
- Responsible for Training and Induction of new employees.

P-Calyxis Solutions LLC (Pune, India)
Account Manager/BD Manager

July 2006 till October 2007

- Responsible for handling and manage team of 10 recruiters and Jr. Business development managers.
- Responsible for adding new clients for the company and maintain the existing clients.
- Keeping track of Rates and Margins for all the accounts
- Keeping track with all accounts, understand the nature of the account
- Devised focused induction training for new employees.
- Coordination with US management, initially for shifting of the process and then for smooth functioning of the process both in India and the US.
- Continuous interaction with US counterparts regarding requirements, work issues and delivery processes.
- Responsible for handling the entire recruiting cycle such as sourcing, screening, contacting, confirming, interviewing, and placing qualified talent and also sourcing good requirements.
- Responsible for sourcing, searching, identifying requirements and consultants using job boards (Dice, Monster) and internal databases.
- Responsible for Tracking, Analyzing, Prioritizing requirements and resumes.
- Responsible for preparing search strings, sourcing requirements and consultants or vice-versa and short-listing resumes based on the requirements and sourcing requirements based on consultants.
- Speak to the consultants/employers regarding their requirements, interest, availability, pay rates, relocations and the technical skills.
- Pre screening of potential consultants in terms of their qualification, work experience, reference checks and remuneration etc.
- Taking the preliminary round of HR interview so as to judge the communication skills and suitability of the candidate.
- Get confirmation from consultants/employers pay-rate: hourly/per day/annual through e-mail on rate confirmation agreement.
- Responsible for formatting and submitting resumes to vendors or clients.
- Responsible for following and passing out Pre and Post interview feedback like time, date, contact person name, areas of improvement and if consultant selected date and place of reporting and joining from vendors or clients to consultants/employers.
- Responsible for getting PO and Master agreements signed by consultants, vendors, and employers.
- Maintaining, updating, tracking of resumes, H1 Transfers, submittals, closures, requirements database.
- Responsible for getting time sheets from consultants and forwarding them to accounts departments etc.

Zensar Technologies Ltd (Pune, India)
Sales/ Pre- Sales

Jan 2006 to July 2006

- International Outbound B2B Telemarketing responsibilities catering to the SBU (Strategic Business Units) of Zensar.
- Exposed to B2B campaigns for the US, UK, First level hunting and research to qualify prospective customers, for Business Development Managers and Sales Directors to pitch in for our Technology & Outsourcing services.
- Worked in the capacity of Executive (Research) in Pre-Sales and Marketing in ITS (Innovative Technology Solutions), Continues interactions with the Telemarketing team on Progress and result orientation. Client market and target audience research, setting up of Webinars and video conference calls for the SBU & Delivery heads.

ICICI One Source (Mumbai, India)
Sr. CSE.

Feb 2005 to Sep 2005

- Worked for Marks and Spencer's Credit Card process
- Handled in bound customer service calls

ISM Financial Services (Mumbai, India)

Mar 2004 to Jan 2005

Team Lead.

- Handled a team of 5-7 people
- Handled Direct Sales Associations with the bank.
- Loan processing and documentation handling
- POC with the bank

Intellinet Global Services (Mumbai, India)

May 2003 to Nov 2003

Customer Service Executive

- Worked for Travelocity process
- Handled inbound customer service calls

PROJECTS AND OTHER FIELDWORK UNDERTAKEN

- **ALCASTEK 2004:** An International Event wherein around 30 countries had participated. Assisting the chairman in the entire Event management and co-ordination from Dec'03 to Feb'04. (Mumbai)

EDUCATIONAL QUALIFICATIONS:

B.Com - Tolani College of Commerce, Mumbai, Maharashtra.

COMPUTER SKILLS

- MS – Office (Excel, Word, Power Point)
- Operating Systems- Windows 98/XP/2000

ACHIEVEMENTS (Non-Academic)

- Lead the volleyball team in inter-school as well as inter-college competition.
- Awarded in elocution inter-school and college competition.
- Was a part of various associations in the college.
- Event Management
- Worked for Tolani Shipping which was a sister concern of the college as Administration Executive while studying in Final year.

EXTRACURRICULAR:

Hobbies: Dance, Music, Sports, Adventure, Making friends, Public speaking and much more

- Attended the Handwriting Analysis WORKSHOP for 2 days at Hotel LeMeridien, Mumbai.
- Attended the PERSONALITY DEVELOPMENT WORKSHOP for 6 days conducted by Dr. Bharath Chandra at the Tolani College

REFERENCES:

References available upon request