**Sandhya Singh**

Contact No- 7983441645,

Email- Sandhya1997.singh@gmail.com

Address – Shakti Khan, IndraPuram, Ghaziabad

**Training Summary**:

* Understand full life cycle recruiting or end-to-end recruiting, recruitment process with a full cycle recruiter involved in every step of the process stages understand full life cycle recruitment process. It’s six main stages: Preparing, Sourcing, Screening, Selecting, Hiring, and Onboarding.
* I have done my 15 days of US Healthcare training in Compunnel Software Group, Inc.
* I have good knowledge of the US Healthcare Staffing industry.
* Good Knowledge on Visa and Tax Terms like W2, C2C, 1099.
* Good Knowledge on Time zones like PST, MST, CST, and EST.
* I know how to source the candidate through a portal Like Monster, Dice, CB, indeed, LinkedIn Etc.
* I know how to make a Boolean string and find resumes.
* Maintain daily and weekly reports.
* I have good knowledge on Search and short-list candidates from job boards, search engines using different search techniques such as Boolean strings.

**PROFESSIONAL SUMMARY:**

* I have 4+ years of in Office Management, Computer Operator AND Tele Caller. I possess knowledge in handling telephone calls to assist computer users encountering problems
* I am good at interpersonal, communication and organizational skills with proven abilities in training & development, customer relationship management and planning.
* All Documentation work related to word, excel and all application software’s.
* Reporting various Reports to the Management
* Maintains files, records & other references materials

**Academic Qualifications:**

* B.sc (Zoology, Botany, Chemistry). PG College HNBU University, 2017

**Professional Qualification**

* Diploma in Library and Information Science, 2019
* DAFA (Diploma in Advanced Financial Accounting)
* Basic Knowledge’s of Computer
* MS Office
* Tally
* Excel
* Outlook

**Professional experience:**

**Customer Support Service**

**Tech Mahindra, Noida September 2022- March 2024**

* Responded promptly and answer/resolved the customer inquiries and complaints
* Investigated and resolve service issue and/or product problems
* Forward requests and unsolved issues to the designated resource by communicating and coordinating with the internal departments

**Tele Caller (Contract)**

**EAII Advisors Private Limited, Dehradun Apri-2022- June- 2022**

* Maintain files, records, call & other references material
* Reporting Various Reports to the management

**Tele Caller**

**Microfinance company, Dehradun April 2021 – Feb 2022**

* Responsible for handling Calls and email
* Reporting Various Reports to the management

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**Computer Operator**

**Medical Centre, Lucknow**

**May 2018- March 2020**

Responsible for document handling & drafting, data compilation of Pulse Polio Program, Routine Immunization work and all computer related work.

Answers telephone or assist users at counter with minor computer programming problems or questions.

**Strength**

Good Communication

Skills Group Work Spirit

Honesty Hard Work

Determination and Efficiency are some ethics that I value the most

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Date Signature