

# Prathap A

Innovator, Mentor, Firefighter

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Location: Kammanahalli, Bangalore -560033

## PROFESSIONAL SUMMARY:

- Senior HR Specialist with 3.7 years of experience in HR domain and 4.11 years international voice and non-voice experience, with a deep understanding of people management, hiring and placement.
- I was involved in end-to-end HR activities predominantly pre-hiring, recruitment, and induction of candidates to organization.
- Very good hands-on pre-screening process.
- Excellent hands-on online job recruiting, ads, participate in job fairs, social media and employee referral programs.
- Have successfully inducted many candidates and ensured smooth transition.
- Excellent communication and interpersonal skills.

## REWARDS & RECOGNITION:

- Recognized as a good team member because of good employee engagement.
- Been responsible for low attrition and also received Rockstar Performer award.
- Won best performer award.

## PROFESSIONAL EXPERIENCE:

**Hireright Background Screening India LLP, Bangalore - Customer service Specialist II – Background Verification Domain**  
March 2023- December 2023

- Co-ordinated with talent acquisition team to recruit and on-board top talent to the organization.
- Sending and receiving Emails from clients and Candidates with information about their background screening Status.
- Validated the required documents to process the screening and forwarded to researchers.
- Providing Accurate Resolution to clients and candidates.
- Using Optool Efficiently to search candidates and client's details.
- Communicating with employee and clients for smooth conduct of background verification, and maintaining the data's.

## KEY SKILLS:

- Handled complete end to end recruitment process and HR Strategies that supports the company's goals and objectives.
- Setting detailed pre-screening process.
- Candidates progress tracking, monitoring, and coordinated with higher management.
- Periodic status reporting.
- Execution of employee engagement programs.
- Stakeholder management
- Good hands-on recruitment tools.
- Excellent communication and interpersonal skills.

**Accenture Solutions Pvt Ltd, Bangalore-HR Specialist - Recruitment Co-ordinator**

June 2021 -November 2022

- Conducted interviews for UPS Candidates.
- Conducting fit screen test and processing for road test.
- Validated the documents sent by the candidates and also replied via email to the candidates.
- If required called the candidates to update the documents.
- Enrolled the candidates for medical test from UPS approved clinics.
- Worked upon Workday HRIS Applications.
- Handled UPS and Exxon Mobil Projects.
- Sourcing the candidate's applications from the Applicant Tracking System (ATS), official job portal, checking if the applications are completed for applied role and sending invitations for interviews.

**Mobiles Tyre Tech, Bangalore — Sr HR Executive - Automotive Industry**

July 2018 – September 2020

- Managing manpower planning as per client requisition.
- Working closely with a leadership team to develop and execute HR strategies that support the company goals and objectives.
- Providing guidance and advice to management on HR policies procedures and best practices.
- Co-ordinating with managers to address employee relation issues, including performance management, disciplinary actions. And employment development.
- Conduct training and develop programs to enhance employee performs and engagement.

**E4E Business Solutions, Bangalore — Senior Technical Support Representative - US Web-Domian Process**

May 2007 - April 2009

- Worked as an Technical Support associate with the web domain hosting Endurance process.
- Troubleshooting frequently arising issues.
- Assisting with essential technical support to the clients.
- Checking availability of domain name and providing the same.

**First Source Ltd, Bangalore — Senior Customer Service Representative - UK Broadband Process**

January 2005 - April 2007

- Handled inbound calls for Sky Network and one-Tel customer support.
- Placing orders, collecting payments and solving technical issues.
- Implemented Payment Options for receiving overdue amount.
- Setting up easy payment methods and explaining the invoice.
- Placing orders for box office movies and premiership leagues.

**SKILLS:**

**Operating system:** Windows 7, Windows 8, Windows 9, Windows 10, Windows 11.

**Applications:** HR Mantra, Bespoke CRM, DQF, Share data, Jira, Sales Force.

**MS Tools :** MS Office 365.

**HRIS/Recruitment Tools:** Workday, Naukri.com, Monster.com, Linkedin.com, HRMS

**LANGUAGES:** English, Hindi, Kannada, Malayalam & Tamil

**OTHER RECOGNITIONS:**

- Distinguished hockey player
- Participated in various state, district and inter school level leagues
- NCC Cadet

**EDUCATION:**

Eastern Institute for Integrated Learning in Management University, Sikkim - BBA (HRM)

