

Priya

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Summary

Results-driven Human Resources professional with proven expertise in recruitment, employee engagement, compliance, and performance management. Skilled at implementing HR policies, fostering a positive organizational culture, and aligning workforce strategies with business objectives. Possesses prior experience in Key Account Management – US, bringing strong client relationship management, cross-cultural communication, and strategic business coordination skills to enhance HR functions and organizational success.

Educational Qualifications

Exam/ Degree	University/ College	Year of passing	Percentage
MBA (HR)	Lovely Professional University Jalandhar	2025	Pursuing
BSc (IT)	P.T.U SRG INFOSYS, GURDASPUR	2014	73%
DCA	P.T.U NITS COLLEGE, GURDASPUR	2011	76%

Experience

- Working as Senior Executive HR in **RMX industries Pvt Ltd** (Feb 2025-still Pursuing)
- 4.5 years as a **Key Account manager (Handling International sales & Marketing)** – North & South America in Perfect Belts Private limited (March 2020-Nov 2024)
- 1 year as an **Executive Assistant** in Heera Industries (November 2018- December 2019)
- 3 years' experience as a Counsellor cum **Executive Assistant to MD** in Trivedi Overseas in Jalandhar (October 2015- Sept 2018).

Job Description as an HR in RMX Industries

- Manage end-to-end recruitment process in multiple departments including job posting, shortlisting, interviews, and onboarding, Preboarding, Meet & Greet.
- Develop and implement HR policies in compliance with labor regulations.
- Oversee attendance, and leave approval using HRIS software.
- Conduct employee engagement activities to improve workplace satisfaction.
- Handle disciplinary actions, grievance resolution, and conflict mediation.
- Maintained personnel records and updated employee databases.
- Participated in employee engagement and recognition programs.

Job Description in Export Company

- Manage Customer Relationship with firm asking for repeat orders, payment follow-ups, samples, or any complaints.
- Responsible for overall Correspondence with Export Inquiries and generating repeat orders.
- Responsible for overall secretarial support to the Manager (sales and marketing) via: email, Phone calls, letters, visas etc. so as to ensure smooth flow of work.

- Arranging visa documentation and coordination with third party for visa granting.
- Arranging meetings and participating at the same time making minutes of the meeting.
- Handling Sales Inquiries through telephonic discussion and via emails.
- Key point for all sort of correspondence with internal team members and overseas clients.
- Manage data/ clients filing/ document management.
- Coordinating with Buyers giving them up-selling product ideas after data analysis.
- Working with the Agent/Sales Team and providing backend support.
- Preparing Agents visit report and submitting to Manager.
- Preparing complaint report and submitting to manager.
- Corresponding with buyers for required inspections and Handling all documentation work while inspection of the material.

Job Description in Trivedi Overseas

- Managing diaries and organizing meetings and appointments, often controlling access to the **executive**.
- Managing CRM Portal with latest student information, Webinars and live shows.
- Counselling of students along with their parents regarding career planning in particular country with various course options.
- Counselling of student and following up with them for enrollments with us.
- Handling walk-in enquiry and emails enquiries preparing proper walk-in sheet.
- Dealing with correspondence and phone calls with parents and students.
- Coordination of information with students and internal team for proper processing of file.
- Conducting daily general meeting with team mates to discuss problems and achieving set targets.
- Maintain and develop systems, procedures and records in line with the organization's policies and objectives.
- Payment collection on successful arrival of visa and generating referral from existing and walk-in.

Technical Proficiencies

Software's	Naukri RMS, Linkedin Recruiter, HR1, MS Office, Tekken, Canva and Cat Pro
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Declaration

I declare that all the particulars given in this resume are correct to the best of my knowledge and belief.

Place: Jalandhar
Date:

(PRIYA)