

Miss Tina Paul

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My Career Forte

A marketing and HR professional with more than 5 years of work experience across two diverse sectors distinguished by commended performance in:

- ✓ Human Resource Management
- ✓ Payroll & Team Management
- ✓ Organizational Planning

OBJECTIVE

To be part of an organization that provides an opportunity for individual growth and to use my skills that developed during academic education to contribute positively to the growth of an organization and willing to work as a key player in challenging and creative environment.

ACADEMIC CREDENTIALS

Qualification	Year	College/ School	Board/ University	Percentage
Doctorate (Pursuing)	2018	Lovely Professional University	Lovely Professional University	--
MBA (HR)	2011	Acharya Bangalore B-School	Punjab Technical	66.3%
PGDM (Marketing)	2010	Acharya Bangalore B-School	Bangalore University	50%
BSc (Hons)	2008	Women's College	Tripura	52%
HSC	2005	Hindi Higher Secondary School	CBSE	75%
SSC	2003	St. Paul's school	ICSE	63.2%

PROFESSIONAL SYNOPSIS

- ❖ **ICFAI University, Agartala**
Designation: Guest Faculty, Management
Duration: Aug'19 onwards
- ❖ **Prism Multimedia**
Designation: HR Manager

Location: Hyderabad
Duration: May'14 - May'17

KEY RESPONSIBILITIES

- Recruiting and staffing logistics
- Organizational and space planning
- Performance management and improvement systems
- Organization development
- Employment and compliance to regulatory concerns and reporting
- Employee orientation, development, and training
- Policy development and documentation
- Employee relations
- Company employee communication
- Compensation and benefits administration
- Employee services and counseling

ACHIEVEMENTS

- Developed Company HR Policy
- Developed Company Leave Policy
- Developed Employee Separation Policy
- Increased retention of employees by around 40%

❖ **ICFAI University, Agartala**

Designation: Guest Faculty
Duration: Sept'13-Mar'14

❖ **Gati Ltd.**

Designation: Executive-HR & Admin
Location: Mumbai
Duration: Jan'12- Jul'13

KEY RESPONSIBILITIES

Quality Management: -

- Ensuring a high-quality customer experience, analyzing CSAT (Customer Satisfaction), elevating customer satisfaction. Monitoring agent calls, analyzing performance and providing valuable feedback as well as charting out plans for improvement in quality and service standards.
- To ensure monitoring is done timely by the Quality Analyst (Leads) and quality scorecards are used to identify errors.
- Involved in process improvement and quality analysis for the Team and the process.
- Ensuring sales norms, thereby achieving customer satisfaction and business retention.

Appraisals & Performance management: -

- Handling the team's performance and delivering results.
- Manage the performance of the team members by giving feedback and have one to one's with them. Give presentation to the team on the performance for every month.
- Identify the training needs of the team members, measured as a factor of trend through accuracy and productivity.
- Ensure training and certification for new joiners / existing team members is done.

COMPUTER PROFICIENCY

- MS Office

PERSONAL DETAILS

My Key Strengths: -

- Leading / managing process teams towards fulfillment of organizational requirements.
- Strong communication, Interpersonal and presentation skills.
- People & resource management skills.
- Ability to plan and organize processing to deadlines.
- Reliable, flexible and innovative within the work environment

Hobbies:-

- Touring to different places
- Listening to music
- Making new friends

Personal Information: -

- **Date of Birth:** 21st December, 1987
- **Marital Status:** Single
- **Languages Known:** English, Hindi, and Bengali.

I, hereby, declare that the information furnished above are true to my knowledge.

Tina Paul
12-November-21
Agartala, Tripura