

Deepankar Bisht

Human Resource Specialist

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Dedicated and customer-focused Technical Support Representative with experience in BPO industry, skilled in diagnosing technical issues, resolving customer concerns efficiently, and delivering exceptional service. Adept at handling high-volume calls, troubleshooting hardware/software problems, and ensuring customer satisfaction. Strong communication skills, a collaborative mindset, and a commitment to continuous learning in fast-paced environments.



Skills

- Talent management & Bulk Hiring.
- BPO Talent Acquisition (Voice, Non-Voice, Chat, Email), Salary and benefits negotiations
- Lateral Recruitment
- Employee Relations & Conflict Resolution.



Work History

Nov 2024 - **Trainer(Business HR)**

Current

Globiva Services Pvt Ltd , Gurugram

1. Talent Acquisition and Recruitment

- Part of Central Interview Team responsible for conducting operations rounds for different mid-level BPO roles including SMEs, Quality Analysts, and Trainers across all domestic process.
- Responsible for Vendor management and vendor drives making sure continuous pipeline of candidates is maintained.
- Scheduled and coordinated interviews (virtual & in-person) with functional panels.

2. Employee Engagement

- Design and implement employee engagement programs to improve morale and productivity.

3. Employee Relations

- Act as a bridge between employees and management to resolve conflicts and concerns.
- Address workplace issues promptly and confidentially.

May 2022 - Senior Executive Talent Acquisition

May 2024

Teleperformance Global Business Private Limited (BPO Sector), GURGAON

- Handle end-to-end recruitment for multiple BPO processes (domestic and international), hiring for voice, non-voice, blended, and technical support profiles.
- Manage sourcing through vendor management, job portals social media ,employee referrals, and walk-in drives.
- Conduct screening interviews, assess communication skills, and schedule candidates for operations interviews.
- Coordinate with operations managers, clients, and training teams to understand hiring needs and timelines and support onboarding activities.

Jan 2020 - Human Resources Business Partner

Apr 2021

Bhilosa Industries Pvt. Ltd (Manufacturing Industry), Silvasa

- Managed end-to-end employee lifecycle processes including onboarding, confirmation, transfers, and exits for both staff and workmen.
- Implemented employee engagement activities, recognition programs, and welfare initiatives to boost morale and retention.
- Acted as the HR SPOC for all business stakeholders at the plant and coordinated with corporate HR for group-wide initiatives.

Jan 2017 - Human Resources Executive

Dec 2019

Bhilosa Industries Pvt. Ltd (Manufacturing Industry), Silvassa

- Coordinate full-cycle recruitment for production, maintenance, and supervisory roles.
- Coordinated lateral hiring across production, maintenance, quality, and logistics departments.
- Sourced candidates through job portals, referrals, vendors, and internal databases.
- Managed scheduling and logistics for interviews across plants and HO.
- Ensured timely documentation, background verification, and onboarding.
- Filing and documentation.

Jan 2014 - HR Direct (HR Shared Services) Executive

Jun 2014

Ericsson India Pvt Ltd, Gurugram

- Employees queries settlement on-Travel,transfer,Leave.
- Data updation,Salary review.
- Process of salary,reimbursement, HRMS-Administration, Employee Engagement, Employee Relations.



Education

PGDM: Human Resource And Marketing

Galgotia Business School - Greater Noida

BCA: Mathematics and Computer Science

SSJ Campus Kumaon University - Nainital