

MUSKAN

HR Generalist | Recruitment Manager | Talent Acquisition Specialist

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PROFESSIONAL SUMMARY

Strategic and people-focused **HR Generalist & Recruitment Manager** with nearly **4 years of experience** across end-to-end recruitment, HR operations, employee relations, compliance, and performance management. Proven expertise in hiring high-quality **IT & Non-IT talent**, reducing hiring timelines, improving retention, and aligning HR strategies with business objectives.

CORE COMPETENCIES

- End-to-End Recruitment (IT & Non-IT)
 - Talent Acquisition Strategy & Workforce Planning
 - Bulk & Lateral Hiring
 - Resume Screening & Interviewing
 - Offer Negotiation & Closing
 - ATS & HRMS Management
 - Employee Lifecycle Management
 - Payroll Coordination & Compliance
 - Employee Relations & Grievance Handling
 - Performance Management (KPIs & OKRs)
 - Training & Development
 - Stakeholder & Team Management
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TOOLS & TECHNOLOGIES

ATS: Naukri RMS, Zoho Recruit, Freshteam

Job Portals: Naukri, Indeed, Monster, Shine

HRMS: Zoho People, Darwinbox, Keka, GreytHR

Recruitment Tools: LinkedIn Recruiter

Reporting & Data: Google Sheets (Advanced), MS Excel, HR MIS

Other: Payroll & Leave Management Systems, Generative AI Tools for HR & Recruitment

PROFESSIONAL EXPERIENCE

HR & Employee Relations Manager

Techbliss Digital Solutions | Sep 2023 – Present - Leading end-to-end HR operations across multiple locations, ensuring statutory compliance and policy adherence. - Driving full-cycle recruitment strategies, hiring **50+ IT & Non-IT professionals annually**. - Reduced **time-to-hire by 25%** through ATS

optimization and refined sourcing strategies. - Revamped onboarding framework, reducing new-hire ramp-up time by **30%** and improving first-year retention by **20%**. - Managed employee grievances, conflict resolution, and disciplinary actions with a **98% resolution success rate**. - Implemented KPI-driven performance management systems, increasing productivity by **18%**. - Coordinated payroll, leave management, HR documentation, and audits. - Designed and delivered training & development initiatives, increasing internal promotions by **15%**.

Talent Acquisition Specialist / Non-IT Recruiter & Team Lead

Techbliss Digital Solutions | Aug 2022 - Aug 2023 - Managed end-to-end recruitment for IT & Non-IT roles, including bulk and lateral hiring. - Created role-specific job descriptions aligned with business needs and employer branding. - Conducted resume screening, telephonic and video interviews, and coordinated hiring panels. - Maintained recruitment trackers and candidate databases to enhance hiring efficiency. - Acted as a liaison between candidates and hiring managers to ensure smooth closures. - Mentored junior recruiters and supported team hiring targets.



KEY ACHIEVEMENTS

- Successfully hired **50+ candidates annually** across IT & Non-IT domains.
 - Reduced average hiring turnaround time by **25%**.
 - Improved employee retention by **20%**.
 - Achieved **98% grievance resolution rate**.
 - Increased internal promotions by **15%** through structured L&D initiatives.
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EDUCATION

Bachelor of Science (B.Sc) - Food Technology

Khalsa College of Education, Amritsar | 2022

Grade: 75%



LANGUAGES

English • Hindi • Punjabi



PROFESSIONAL STRENGTHS

Strong Communication & Negotiation • People-First Mindset • Business Acumen • High Ownership & Accountability • Process-Driven • Adaptable to Fast-Paced Environments