

## **RESUME**

### **Sony Gajendra**

#108, 18<sup>th</sup> main rd, 100 Ft Rd,  
Indiranagar, Bangalore -38.  
Mobile no: 9916660684  
Email: sonyr38@gmail.com

---

Leadpro Consultancy Private Limited.(Sept 30 2025- April 7<sup>th</sup> 2026)

Manager HR -South and Branch Manager

Overall handling South for all HR Related Activities and also Branch Handling.

Team Building

Hiring Right Resources=Fit for Purpose

Engagement-Induction, Festives and Celebration.

Performance Management

Attrition Control.

Training Framework and Coaching.

Building Organization Culture.

### **Sree Krishna Agency(Jan 2025- June 2025)Manager HR-**

#### **Bangalore**

Handling End to End Recruitment and Operations with managing team.

Handling Operations Activities like Onboarding, Offer letters, Coordination of DRA along with the MIS Team and other activities like Salary preparation , Attendance etc. to support Payroll Activities.

Handling Employee Relation and working toward Employee Retention.

Coordination with Operations to ensure smooth functioning of the process while checking for Employees Attendance and other details.

Fixing the Salaries for the Tele callers and Support Candidates.

Daily coordination with the employees for any grievances if any.

Ensure for smooth flow of Biometric attendance.

To conduct Skip level meeting with the agents and support staff.

**VGM Consultant Private Ltd.**

**(March 2022 to Feb 2023 and Dec 2023 to Jan 4 2025.**

Assistant Manager-HR and Admin - for South Region

Recruitment, Vendor Management, Team Handling, sales Hiring .

Experience in Recruitment process, Initial Screening, Scheduling, Interviewing.

Majorly work for Middle and Junior level hiring and sometimes Senior Level Hiring.

Ability to follow up tight deadlines, organize and prioritize work.

And other activities related to HR and Admin.

Preparing the monthly attendance of 400 employees for Bangalore and finalizing the attendance of Chennai, AP and Telangana.

Managing HR one portal for all HR related activities.

Day to day coordination with Central HR in terms of offer letter releasing, Ecodes generation, hirings, interviews, pending related activities like arrears, Exit clearance etc.

All Back end Operations related activities such as Movement of Intern to payroll and Aadhar related queries, preparing active and inactive details etc. Overall managing South HR operations.

## **Assistant Manager Call Centre**

### **Client : ZestMoney Camden Town Technologies Pvt Ltd Collections**

The Company offers lending, EMI payment processing, account opening, real-time credit approval, digital loan servicing, repayments technology, digital banking, and other related services. ZestMoney serves e-commerce companies in India.

- Ensuring meeting of SLA's like Retention Targets/Reachability.
- Responsibility for the team's productivity.
- Coaching and Monitoring the team to take on higher responsibilities.
- Team Attrition, Forecasting and Control.
- First level of Escalations.
- Ensure that the team is motivated to give quality output.
- Imparting regular refresher training for new agents hitting the floor.
- There is interaction with field team on Non contactable base of Tele calling .

- † Co-ordinating with other departments for solving queries faced by customers and Team.
- † Developing the team through streamlined selection process, with proper training & guidance. joiners on product and process & soft skills to reduce the attrition rate.
- † Resolving any activation issues with the concern department, and handling escalations. ● Dialer uploads, Campaign management and floor monitoring.
- † publishing and flashing dashboard on team performance, ● Team briefing and applause on the team performance.
- † Ensure Roaster adherence, discipline. Productivity and quality within the team.
- † Generation of daily/weekly and monthly reports of the Team.

### **DSA for HDFC and ICICI Banks.**

Have hands on experience in Loans Sector and Real Estate.

Managing Director at Justcal from July 2018 to Nov 2018.

### **Northern Operating Services Ltd.(from Nov 2007 till Jan 2017)**

#### **Work Experience**

**Role:** Senior Analyst & Reviewer

#### **Centrally Managed Accounts and Cash Deposits & withdrawal (2014 - 2015)**

- † Allocating work to partners on daily basis.
  - † Approve WCM Instructions after verifying the request.
  - † Quality check done for sign off cases.
  - † Resolve queries coming within or outside the team.
  - † Review the accuracy of SMA account openings and closings.
  - † Ensuring that all requests Cash Deposit and Cash Withdrawals coming into queue are assigned and processed.
  - † Updating End of the Day report for the team.
  - † Send Fed Checklist for management approval acknowledging the SLA's are met. ● Reconciliation of reports end of the month.

#### **PTS (Personal Trust Support) Coding**

- † Manage team escalations & maintain accuracy and timeliness report on daily basis of associates
- † Process account opening for PFS world as per KYC standards set by Compliance
- † Perform regular checks to obtain required documentation
- † Deliver & maintain specific subject matter expertise, advise business management & relevant third parties

- | Maintains risk management and compliance programs and activities for the assigned group
- | Deliver high quality service to clients by accurate, timely completion of all assigned tasks and requests for information by communicating with the business.
- | \*Quality control activities such as verifying the accounts as per the standard guidelines.
- | Successfully handled Enterprise Resource Management(eRM) migration and trained whole team on the same.
- | Ensuring the service level agreement is met in all possible ways.
- | Manage compliance activities through query resolutions regarding process documentation.
- | Preparing monthly productivity reports of the team for senior management review \*
- Process account opening for PFS world as per KYC standards set by compliance \* Conducting team meetings, huddles and sharing updates.
- | Job Responsibilities: Imaging
- | Migrated the new process from U.K. Travelled to U.K learnt the process and trained in Bangalore.
- | -Job Profile involved opening and maintenance of personal/Business/Trust accounts for US Clients.
- | -Maintenance of accounts involved, ownership changes, address changes, account changes, status changes etc.
- | -Responsible for external quality check for Address Changes and Title change requests.
- | -Involved in internal quality check for opening of accounts.
- | -Involved in training new hires in the team on Banking Process.
- | -Good relationship and effective communication with the bankers and clients.
- | -had won Spirit award for bringing out Process improvement in speeding up the process of locating any product related updates/newlearnings.
- | -had received certificate for on time completion of “KYC Project” which enables the end customer to receive their documents and
- | paperwork at the earliest helping in building value added customer experience
- | -Took complete accountability and responsibility on clearing “Backlog Exceptions” on documentation process reducing rework & improving TAT for the customer & end user.
- | -Team was recognized for meeting and exceeding defined SLA’s during high volumes.
- | -Have gone the extra mile by working extra hours, when required to ensure smooth flow of the process.
- | -Accountable for quality checking work of team members to ensure that the quality targets are maintained. -was accountable for mentoring and training Team Members to ensure their overall performance is improved.
- | Managed a team of clusters with regard to their productivity , adherence and overall their growth.

**(Sept 2007 – Oct 2007)Karvy Stock BrokingLtd.**

- | **JOB RESPONSIBILITIES**

- -Maintaining Portfolios
- -Dealing- Cash and Derivatives Markets
- -Clients Servicing and Management
- -Funds Management at Branch level
- -Branch Accounts
- -Branch Administrative Responsibilities
- -Co-ordination with V.P and other branches
- -Pay-In and Pay-Out Obligation
- -Mis reports
- Additional Qualification: NCFM Certificate in Futures

**(2004Aug-2007Aug): Net worth Stock Broking Ltd.**

A member at the National Stock Exchange and Stock Exchange, Mumbai on the Capital Market and Derivates Segment. NSBL has been traditionally servicing institutional clients and in the recent past has forayed into retail broking with 50 branches across the country.

**JOB RESPONSIBILITIES**

- -Dealing - Cash and Derivatives Markets
- -Clients Servicing and Management
- -Funds Management at Branch level
- -Branch Accounts
- -Branch Administrative Responsibilities
- -Co-ordination with V.P and other branches
- -Pay-In and Pay-Out Obligation
- -Mis reports
- Additional Qualification: NCFM Certificate in Futures

**(1999- 2004)**

**1. Company: PepsiCo India Holdings Private Limited.**

**Designation:** Customer Relation Executive

**Job Profile:**

- Handling Product Quality complaints & solving the same.
- Co-ordinate day to day activities of Support Executives.
- Trouble shooting over phone.
- Handling supply complaints, Visicooler complaints, Signage complaints and complaints other than the mentioned ones.
- Co-ordinate with different departments to meet support requirements.
- Maintaining all documents, files related to support activity.
- To ensure prompt redressal of complaints .
- Co-ordinating with Route Agents and Sales Executives.

- 
- To discuss and solve the issues pertaining to Sales and supply by effectively co-ordinating with TDM and the Sales Executives.
  - Assisting Sales Executives for documentation for Installation of coolers and maintaining record for this.
  - Frequent visits to Distributors point for smooth operation thereby solving customer complaints if any and also co-ordination with the distributors outside Bangalore and the Customer Executives for any issues on Quality complaints or cooler issues if any.
  - Day to day co-ordination with Higher Authorities for approvals.

**Languages known:** English,Hindi,Kannada,Tamil

**Educational Qualification**

<b>Degree</b>	<b>Institute</b>	<b>Year</b>	<b>%ge</b>
B.Com.	NMKRV Women's College	1995	50%
PUC	New Horizon	1992	60%

D.O.B: 26<sup>th</sup> Dec 1972.

**Declaration-**

I have held various positions of responsibilities and have always carried out my duties to the satisfaction of my colleagues and superiors.

I believe that my ability to get along well with people coupled with my capacity to work under stress have enabled me to work under conditions which have demanded the best out of me.

My other strong points are my integrity and ability to organize and prioritise my daily responsibilities.

If given a chance to work in your organisation I promise to work with the same sense of dedication.

**(Sony Gajendra)**