

JYOTSNA BACHANI

ASST. MANAGER - HR



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PROFILE

8+ years experience in recruitment, training, employee engagement, retention, visa processing and HR administration. Passionate about developing HR as a function and solving HR related problems with a creative bent of mind. Proven success in delivering within deadlines and maintaining healthy relationships with stakeholders.

EXPERIENCE & KEY ACCOMPLISHMENTS

ASSISTANT MANAGER

2017 - Present

Teleperformance, Dubai

- Consistently exceeded hiring targets at 103% per year since 2017
- Reduced agency partner placements from 30% to 15% resulting in cost efficiency
- Launched agent volume recruitment operations of 2 sites

SR. HR OPERATIONS OFFICER

2014 - 2017

Dubai First, Dubai

- Streamlined visa process management with PRO team
- Created a Line Managers Guideline for the Shining Star Awards nominations

HR EXECUTIVE

2012 - 2014

M.H. Al Shaya Group, Dubai

- Successful team recruitment for opening of IHOP, The Cheesecake Factory

CORE COMPETENCIES

- Formulating and implementing Talent Attraction & Sourcing Strategy with emphasis on diverse recruitment
- Managing end-to-end recruitment: sourcing, evaluating, interviewing & closing qualified candidates at all levels
- Creating a high quality, diverse candidate pool in an efficient and cost effective manner
- Acted on recruitment plans and activities for divisions/brands including the F&B, apparel and banking sectors
- Hands-on expertise at job board procurement, digital and non-digital employment marketing and comprehensive recruitment campaign planning, recruitment fairs, events and presentations.
- Emiratization expertise with all aspects of an employee lifecycle, formal and informal counseling, handling of medical insurance and workmen compensation
- Trained and equipped employees with business processes and professional development
- Employee engagement using ESAT results, rewards and recognition and subsequent action planning
- Conducting feedback and smooth exit interviews for all levels
- Creating and maintaining reports including monthly/quarterly dashboards for recruitment and manpower specific analysis, employee records

ACADEMICS

- **CIPD LEVEL 5 (Chartered Institute of Personnel & Development)**
2021 – Present
- **BBA (Bachelor of Business Administration)**
Heriot Watt University , 2009 – 2012

AWARDS & RECOGNITION

- Teleperformance:
 - Won **Best Performance** – 2020
 - Nominated for **Top 100 Global HR** – 2019
- M. H. Al Shaya Group:
 - Won **“Be Alshaya” Values Award Regional Champion (Team)** – 2013
 - Won **“Be Alshaya” Values Award Champion (Group)** – Q4 2012
 - **PF Chang's Recognition** - on time recruitment for store opening (MOE, Nov 2012)

TRAININGS ATTENDED

- Growth with Us
- Recruiting Talents
- Developing Positive Impression
- Internal Customer Service
- Offers Management, On boarding and Policies & Procedure
- Candidate Approach, Management & Experience, Assignment Briefing and Stakeholders Management

PERSONAL DETAILS

- **Date of Birth:** 01 June 1991
- **Location:** Dubai, UAE
- **Visa status:** Father sponsorship
- **Languages:** English, Hindi
- **Driving license:** Valid UAE driving license