

QUIRINA MARSHAL

Customer Success Operations | People Management | Recruitment Operations | HR Operations Management



Profile Summary

Aspiring HR Professional willing to switch career with the ability to partner with senior leadership, transform business goals into an actionable people management strategy, and deliver measurable improvements in organizational efficiency and productivity; seeking a suitable assignment within the HR domain with a reputed organization based in UAE

Key Deliverables

- Results-oriented professional with a high level of professionalism, patience, and efficiency to minimize customer dissatisfaction and increase customer loyalty
- Officering a natural ability of excellent work performance including problem-solving, escalation management, and operations management
- Ability to support and sustain a positive work environment to foster team performance with robust communication/relationship management skills, backed by abilities to manage customer complaints and concerns, while providing innovative solutions
- Qualified MBA in HR with strong zeal in contributing towards recruitment process ranging from sourcing, interviews, salary negotiations, induction to onboarding, thus leveraging acquired skills and knowledge from the master's program
- Accustomed with online and social media platforms, with ability to identify potential candidates using various recruiting tools including Monster, Naukri, LinkedIn, Internal Database, Referrals, Networking Events, Social Media, etc.
- Considerable knowledge in managing overall employee lifecycle management from onboarding, retention to engagement, separation and exit formalities, compliance, and employee benefits
- Excellent interpersonal, communication, and organizational skills used in establishing and maintaining effective working relationships at all levels of the organization, with the ability to work on multiple tasks within tight deadlines

Key Skills

- Recruitment Operations
- New Hire Orientation
- Employee Life-Cycle Management
- Recruitment Strategy Planning
- Customer Service Excellence
- Organization Building
- Escalation Management
- Documentation Management
- Operations Management

Education

- **MBA: Human Resources Management** | Manipal University | May 2021 – Jun 2023
- **Diploma in Graphic Designing, Office Automation, and Tally ERP 9** | Disha Computer Institute | 2011 – 2012
- **B.Com.** | Kalinga University | 2014 – 2018

Technical Skills

- MS Office Suite (Word, Excel, and PowerPoint)
- Tally ERP

Personal Snippet

- **Date of Birth:** 3rd July 1996
- **Linguistic Skills:** English, Hindi, and Marathi
- **Address:** Sr. No. 259/17 Kalwad, Near Sai Clinic, Off Lohegaon Road, Pune – 411032, Maharashtra, India

Work Experience

Allscripts, Pune | Associate Client Service Consultant

May 2021–Dec 2023

Key Result Areas:

- Executing research, obtaining information from multiple sources, and delivering results
- Rendering service to customers and complying with preset guidelines of service
- Determining issues, reviewing information, and resolving problems
- Applying critical thinking to break down problems, evaluate solutions, and make decisions
- Acquiring new skills and applying them to daily tasks to improve efficiency and productivity
- Attending 20+ client calls and 20 chats per day, while working on emails and client cases
- Sustaining energy and enthusiasm within a fast-paced environment

Highlights:

- Honored with 'Employee of the Month' Award on 5 occasions

Credence Resource Management, Pune | Customer Service Executive

Aug 2018 – May 2021

Key Result Areas:

- Resolved issues and leveraged operational parameters, with exceptional service levels
- Functioned flexibly across hours, nights, weekends, and holiday shifts
- Executed duties as per applicable standards, policies, and regulatory guidelines to promote a safe working environment
- Imparted friendly and efficient service to customers under challenging situations
- Identified problems, analyzed information, and offered solutions to those problems
- Nurtured and maintained courteous and effective operational relationships
- Monitored and attended over 250 customer calls per day
- Practiced punctuality and maintained an outstanding attendance record
- Arrived to work ready and started duties immediately
- Promoted energy and enthusiasm across a fast-paced environment

Highlights:

- Bagged 'Employee of the Month' Award consistently for 19 months (Jul 2019 to Jan 2021)