Vivek Valsan
Technical Recruiter

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Kerala, India 📍

EMPLOYMENT HISTORY

Technical Recruiter
Icube IT Software LLC

10/2020 – Present   *Work from Home*

Conduct thorough research and create the recruitment strategies to identify potential candidates in US.
Technical screening of candidates, format resumes, coordinate interviews with Account Managers, negotiate hourly rates/ Salaries & terms of contract.
Schedule & coordinating Interviews for the Candidates short listed by the clients.
Building resume/Candidate database for upcoming/highly potential client requirements.
Apply for the jobs on various job portals and get the placements for candidates in US and Canada.
Make new clients for the job requirements and communicate with them for placements.

Training and Development Manager
NEXA Maruti Suzuki India Ltd

06/2019 - 07/2020,   *Kerala*
  Roles/Responsibilities

Manage the recruitment & selection process as per manpower requirements, including short listing of candidates, arranging/conducting written tests/interviews, conducting reference check of selected candidates.
Training, grooming, mentoring of sales team.
Ensure all new joinees are part of tdm's team for the first two months.

Plan, develop, and provide training and staff development programs, using knowledge of the effectiveness of methods such as classroom training, demonstrations, on-the-job training, meetings, conferences.

Schedule Coordinator
VIBRUS GROUP LLC

09/2017 - 09/2018   *Bengaluru*
  Roles/Responsibilities

Ensures that all provider schedules are accurately loaded in a timely manner.
Works very closely with the office manager/medical office supervisor, business office staff, clinical staff and all providers to enhance the workflow of the entire department.
Performs advanced scheduling functions including the loading of new appointment schedules, loading changes to previously loaded schedules, coordinating provider schedules, oversight of daily appointment scheduling team operations, and coordinating appointment scheduling teamactivities.

Service Level Coordinator
Unisys Global Services India

05/2015 - 05/2017   *Bengaluru*
  Roles/Responsibilities

Responsible for obtaining required information from service requesters, querying clients to ensure accurate product identification, servicing low level technical work and/or and logging the information into proper call management system.
Works independently or cooperatively as a member of a team under the direction of a team leader or manager. Primarily liaises with clients, service delivery units, immediate management and other team members to ensure an accurate service request is routed to the appropriate service provider. May be responsible for determining service entitlement by reviewing contract, generating contracts for time & material service if request is not under contract, or at field management request, providing grace periods on certain products while contract is in process.
May also utilize multiple internal systems for one of the following activities: 1) locating, securing and coordinating shipping and receiving of critical parts from factories, repair centers, reclamation centers or unmanned locations to meet client service request; 2) working with field personnel to identify and correct parts inventory shortages/overages to maintain optimum parts inventory levels

Sales Er
Beandes Infotech

01/2014 - 01/2015   *Kerala*
  Roles/Responsibilities

Conduct market research to identify selling possibilities and evaluate customer needs.
Actively seek out new sales opportunities through cold calling, networking and social media
Set up meetings with potential clients and listen to their wishes and concerns
Prepare and deliver appropriate presentations on products and services
Participate on behalf of the company in exhibitions or conferences

Sales Engineer
CONNECT COMPUTERS INFO.

06/2012 — 10/2013   *Riyadh, KSA*
  Roles/Responsibilities

Researched and communicated with prospective clientele – gave product presentations to customers and company staff regularly.

Learned client and system needs by working closely with the company sales team and engineers, collaborating promotions and customer support.

Designed and implemented sales plans, identified sale possibilities and consistently met the salesgoals as planned.

Provided updates on products and services to clients and company management.

Provide pre- and post-sales services, including business analysis and bid support, to identify customer technical requirements relating to technical and commercial solutions.

Stay up-to-date with mobile and telecom industry trends, products, and services.

Software Testing
E4E BUSINESS SOLUTIONS INDIA PVT LTD

11/2010 — 11/2011   *Bengaluru*
  Roles/Responsibilities

Functionality testing.

Regression testing.

Destructive testing.

Managing bug database (reporting and tracking of bugs).

Development of test plans and test strategies, & creating test plans.

Understanding of UI & functional requirements through spec and test case execution.

Reporting and prioritizing software bugs.

Interaction with developers for reproducing the bugs by providing them the required info.

Extensive work experience on functional testing, integration testing, system testing, acceptance testing, ad-hoc testing.

Sales Er
Beandes Infotech

01/1999 - 01/2002   *Kerala*
  Roles/Responsibilities

Conduct market research to identify selling possibilities and evaluate customer needs actively seek out new sales opportunities through cold calling, networking and social media set up meetings with potential clients and listen to their wishes and concerns

Prepare and deliver appropriate presentations on products and services

EDUCATION

B.E
P.A College of Engineering   *Mangalore*
Computer Science

SKILLS

Recruitment

Coordination and Team Management

Training and development

Sales Management

Service Coordination

ACHIEVEMENTS

ISTQB certified