

# Mehak Hussaini

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## OBJECTIVE

Senior Talent Acquisition Consultant with over 3+ years of experience within recruitment processes, and a proven track record in hiring top talent. Adept at understanding client needs, building rapport, and leading teams to exceed customer expectations. Currently, I am seeking to contribute my skills and expertise to a dynamic organization.

## EDUCATION

**Florida International University** – Miami, FL

*Master's in Health Service Administration*

December 2020

**Cumulative GPA: 3.89**

**Florida Atlantic University** – Boca Raton, FL

*Bachelor's in General Studies – Concentration in Science*

August 2018

## WORK EXPERIENCE

**MSH Talent Solutions** – Dallas, TX

*Senior Talent Acquisition Consultant- Client Service Manager*

February 2023– Present

- Developed and evaluated sourcing and assessment methods to attract the best possible talent.
- Contributed to 5% of annual talent revenue within the first year, Recognized Top Performer of 2022, and was later promoted to Senior Talent Acquisition Consultant-Client Service Manager
- Cultivate strong relationships with hiring managers, gaining a deep understanding of their business needs, and collaborating to develop tailored recruitment plans that align with organizational goals.
- Conducted in-depth behavioral interviews to provide considerable insights into motivations and behaviors.
- Reduced time-to-hire by 30% resulting in increased team productivity and reduced hiring cost.
- Managed key client accounts, and increased retention rates by 8% through proactive communication and strategic account management.
- Successful placements of key leaders within Fortune 500 organizations through end-to-end recruitment processes including sourcing, screening, interviewing, and negotiating offers.
- Conduct thorough market research and competitor analysis to implement innovative recruitment strategies to attract top-tier talent for my clients in a competitive market.

*Talent Acquisition Consultant- Fort Lauderdale, FL*

March 2021 – February 2023

- Participate in the full-lifecycle recruitment management including role definition, strategic candidate sourcing, engagement, selection, offer development/negotiation presentation, and onboarding of candidates.
- Worked closely with client consultants to place the highest quality candidates.
- Strategically sourced candidates through internal applicants, referrals, LinkedIn, indeed, and other networking/job-seeking platforms.
- Consistently met and exceeded weekly and quarterly quotas by an average of 150%.
- Fostered junior team members in their professional development to ensure success in reaching department, team, and individual sales goals.
- Supporting both Direct-hire and Consulting Solution Services specifically, with permanent placements, contract, and contract-to-hire solutions.
- Comply with all federal and state laws and company policies regarding recruitment and selection processes.
- Meet with HR Manager and recruiting team regularly to discuss current and future talent requirements, hiring status, strategies, and issues.
- Experienced working in the healthcare, finance, technology, and digital marketing industry- nationally and internationally.

**NationsBenefits – Sunrise, FL**  
*Client Services Manager*

Jan 2021 – March 2021

- Managed service delivery to ensure client satisfaction and revenue generation.
- Day-to-day operations require managing client deliverables and expectations, assisting with client implementations, and other activities as business needs arise.
- Maintained client communication and oversaw delivery relationships resulting in 100% client retention rates.
- Developed and implemented effective strategies to improve customer service levels, resulting in an increase in customer satisfaction.
- Implement strategies to enhance client loyalty and retention, minimizing churn and maximizing long-term partnerships.
- Monitor and analyze key performance indicators (KPIs) such as client satisfaction, renewal rates, and revenue growth, taking actions to improve results.
- Represent clients' perspectives within the organization, advocating for their needs and driving improvements in processes, products, or services.
- Credentialing facility and physicians with insurance companies and maintaining updated licensing.

**Scribe America – Hollywood, FL**  
*Chief Telescribe (Manager)*

December 2017-December 2020

- Led a team of 8 scribes to provide comprehensive medical documentation support across the Emergency and Outpatients, ensuring accurate and timely patient records.
- Developed and conducted training programs for incoming scribes, optimizing onboarding time by 6%.
- Monitored and analyzed documentation metrics, producing regular performance reports for senior leadership.
- Collaborated with healthcare professionals to understand their documentation needs and preferences, tailoring scribe assistance accordingly.
- Maintained updated knowledge of coding requirements, through continuing education and certification renewal.
- Completed contracts to build the bridge between Providers and Scribe America to expand global reach.
- Conducted interviews for the onboarding process.

**SKILLS**

- Client Relationship Management
- Human Resources Allocation
- Talent Selection
- Team Leadership and Development
- Recruiting and Interviewing
- Data Analysis and Reporting
- Conflict Resolution
- Cross-Functional Collaboration
- Full-Cycle Recruitment
- Market Research & Analysis
- EMR Experience: Epic, Cerner, Allscripts, T-systems, Medhost, Meditech, Dentrix
- Proficiency in Microsoft Excel, Word, and PowerPoint
- Fluent in Urdu and Hindi

**References**

References are available upon request.