

SYEDA AFREEN BANO

P +1 2034103539

E afreenshujauddin@gmail.com
ail.com

A 803 Shadwell Dr.
Houston, Texas, 77062

W <https://www.linkedin.com/in/syeda-afreen-1a944015a/>

OBJECTIVE

Dedicated professional with a strong foundation in psychology and HR seeking to leverage expertise in human behavior, talent management, and organizational development to drive employee engagement, foster a positive work environment, and contribute to the overall success of a forward-thinking company.

EXPERIENCE

2018 – 2022

Subject Matter Expert – Amazon India Pvt Ltd.

2017 – 2018

Sr. HR Executive – MS Education Academy

2013 – 2016

Sr. HR Executive – Prism Software Solutions

2008 – 2012

Technical Associate/HR Analyst – Genpact India Pvt Ltd.

- Respond promptly and professionally to incoming customer inquiries in person, by telephone, email, or by chats.
- Incorporating psychological insights into process enhancement strategies.
- Planning and executing weekly fun activities.
- Engaging in issue analysis and Root Cause Analysis (RCA) to address underlying factors contributing to challenges in Amazon Customer's shopping experience.
- Conducting evaluations of calls, chats, and emails in alignment with the training and support for new hires.
- Assist clients by demonstrating the use of goods and programs and answering any questions they may have.

EDUCATION

Judson University

Elgin

Chicago

An innovative hand on executive and Human Resources professional experienced in high-volume HR operations and Shared Services. Desires a position in a corporate environment with a culture of continuous improvement

KEY SKILLS

- MARKETING
- PROJECT MANAGEMENT
- BUDGET PLANNING
- SOCIAL MEDIA
- PLANNING

AWARDS

- BEST DEBUTANT AWARD IN THE YEAR 2009 - GENPACT. LEAN AWARD FOR THE BEST IDEA TO IMPROVE THE PROCESS IN NBCU IT SERVICES - GENPACT.
- MULTIPLE INDIVIDUAL EXCELLENCE AWARDS FOR VARIOUS MONTHS EVERY YEAR FROM 2010-2012 –

-
- Participate in training opportunities provided by the organization or by outside entities.
 - Establish and maintain good rapport with customers by using positive language and anticipating their needs.
 - Participating in calibration sessions with vendor partners and clients and brainstorming ideas.
 - Introducing and executing process enhancements informed by psychological principles.
 - Cultivating positive relationships and fostering teamwork.
 - Collaborating with various departments, such as marketing and project management, to conceptualize and implement innovative ideas, initiatives, products, and services.

COMMUNICATION

Excellent written and verbal communication skills. Proven ability to communicate complex ideas and concepts to diverse audiences. Skilled in conflict resolution and negotiation.

LEADERSHIP

Succession planning & development
Quick decision making
Employee development & engagement
High performing talent acquisition
Performance compensation programs
Multi-unit operations management

REFERENCES

[Available upon request.]

GENPACT.

- HIGHEST VOC RATES.
- BEST TEAM AWARD FOR Q3 2011 – GENPACT.
- BRAVO AWARD IN MSEA.
- EMPLOYEE OF THE MONTH
AMAZON VCS IND
- THE EMINENT WINNER
AWARD.
- THE IMPECCABLE WINNER
AWARD
- SME OF THE MONTH
AWARD.
- CENTURY STAR AWARD
- BEST LEAN IDEA AWARD