
SHIVANI SHARMA

57, The Alders Feltham TW136NU 07442153119

sharma.shivani2022@outlook.com

LinkedIn: www.linkedin.com/in/shivani13597/

PROFESSIONAL SUMMARY

Experienced Account Manager and Recruitment Consultant with a proven track record of driving business growth and delivering exceptional talent acquisition solutions. Skilled in managing strategic client relationships, exceeding sales targets, and sourcing top-tier candidates for diverse industries. Adept at developing comprehensive recruitment strategies, leveraging market insights, and providing high-quality service to both clients and candidates. Strong leadership abilities coupled with exceptional communication and negotiation skills to consistently deliver results and exceed expectations in both account management and recruitment domains. (**Flexible with Location**).

Highlights

- Market Specializations- IT , SAAS, Finance
- Achieved 150% of annual recruitment target, resulting in recognition as top-performing consultant in the firm
- Successfully placed 50+ candidates in permanent positions resulting in a 90% retention rate after 12 months
- Developed and implemented innovative recruitment strategies resulting in a 30% increase in qualified candidate applications
- Consistently maintained high levels of client satisfaction with an average NPS score of 9/10.
- Highest Billing Rate 200,000 pound in a year.

WORK HISTORY

Senior Recruitment Consultant/ Account Manager.

Parkside Recruitment Ltd 05/2023- present

- Experienced in handling new account enquiries, serving as the first point of contact and successfully converting prospective customers.
- Skilled at responding to independent customer queries, resolving any issues that arise effectively and efficiently.
- Proven ability to review and elevate customer satisfaction levels, developing and implementing strategic initiatives for long-term improvement.
- Collaborated with the Purchasing Team to ensure product range and availability met customer requirements and maintained commercial viability.
- Maintained long-term client relationships, resulting in a 95% retention rate and additional business opportunities.
- Increased candidate pool by 30% through targeted talent acquisition initiatives on online platforms, social media, and networking events.
- Led and mentored recruiters, driving improved team performance and consistent achievement of recruitment targets.
- Proactively communicated and delivered exceptional recruitment services, ensuring client satisfaction and retention.
- Implemented effective recruitment strategies, consistently meeting or exceeding client hiring targets.
- Built strong relationships with senior executives and hiring managers, delivering tailored recruitment solutions
- Proven ability to review and elevate customer satisfaction levels, developing and implementing strategic initiatives for long-term improvement.
- Collaborated with the Purchasing Team to ensure product range and availability met customer requirements and maintained commercial viability.
- Liaised with the Customer Service Team and operations to deliver top-tier customer service, resolving any instances of poor service promptly and professionally.
- Regularly engaged with customers to discuss their evolving needs and assess the quality of our company's relationship with them, contributing to high customer retention rates.
- Maintained full awareness of new products and brand-specific issues to proactively address customer needs and concerns.

Senior Talent Consultant/Account Manager 01/2019 – 01/2023.

D&M Business Consultancy.

- Successfully managed a portfolio of key accounts, exceeding sales targets by 20% and generating \$1.5 million in revenue within the first year.
- Developed and implemented a strategic account plan that resulted in a 30% increase in account retention rate and a 15% reduction in client churn.
- Regularly engaged with customers to discuss their evolving needs and assess the quality of our company's relationship with them, contributing to high customer retention rates.
- Maintained full awareness of new products and brand-specific issues to proactively address customer needs and concerns.
- Expertise in understanding produce availability and current seasonal offers, providing guidance to customers on our offerings in alignment with their requirement
- Conducted in-depth interviews with senior level professionals, evaluating their technical competence and personality/cultural fit with the client organization, resulting in a 90% success rate for candidate placement.
- Cultivated exceptional working relationships with both candidates and clients, resulting in a high level of client retention and repeat business.
- Proactively identified personal and professional development areas, and undertook appropriate action to improve skills and knowledge, resulting in increased productivity and performance Experienced in handling new account enquiries, serving as the first point of contact and successfully converting prospective customers.\
- Skilled at responding to independent customer queries, resolving any issues that arise effectively and efficiently.
- Proven ability to review and elevate customer satisfaction levels, developing and implementing strategic initiatives for long-term improvement.
- Collaborated with the Purchasing Team to ensure product range and availability met customer requirements and maintained commercial viability.
- Maintained full awareness of new products and brand-specific issues to proactively address customer needs and concerns.

Client Account executive/ Junior Consultant-01/2017 – 03/2019

Appco Group India

- First point of contact for new account enquiries, successfully managing and converting prospective leads into loyal customers.
- Experienced in handling new account enquiries, serving as the first point of contact and successfully converting prospective customers.
- Skilled at responding to independent customer queries, resolving any issues that arise effectively and efficiently.
- Proven ability to review and elevate customer satisfaction levels, developing and implementing strategic initiatives for long-term improvement.
- Sourced talented candidates throughout recruitment process by Indeed, link din, Monster and many other. In 2 days lined up 200 candidates for Business Associate. Every month target kesd on increasing.
- Proactively managed of the full 360 recruitment process including sourcing, shortlisting, screening, pipelining and talent pooling.
- Performed Direct sourcing utilizing LinkedIn Recruiter, networking and job boards to actively seek out passive talent, building talent pipelines for current and future hiring needs.

Recruitment Consultant 03/2015 – 10/2017

Harry International

- Conducted applicant pre-screening and interviews.
- Researched job descriptions and qualifications for matching with appropriate candidates.
- Provided assistance with applicant testing, skill set checks, background checks, and referencechecks.

SKILLS

-
- 360 Degree Recruitment
 - MS Office, Excel, suite
 - Negotiation Skill
 - Talent Management
 - Communication Skill
 - Target Driven
 - Candidate Pipeline management
 - Salesforce
 - Exceptional Planning Skills

- Sales Skill
- Relationship Building Skill
- Interview Skill
- Account Management
- Recruitment Portal Access
- Organizational Skill
- Linkdin Recruiter
- Candidate Tracking
- Cognisim

Education

Masters in HR & Marketing