

MEHAK AZEEM

Talent Acquisition Consultant

Looking for Remote only

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PROFESSIONAL SUMMARY

Results-driven diversity professional with progressive Talent Acquisition, Technical Recruiting, Sourcing and Customer Services experience. Well versed in full life cycle recruiting and as well as sourcing for diverse, talented candidates. Dependable and organized team player with the ability to communicate effectively and efficiently. Skilled at building relationships with employees across all levels of an organization. Proficient with resume writing/reviewing, Interview Coaching, Customer Services, Applicant Tracking and benefits management systems.

CORE COMPETENCIES

Advanced Boolean Searches
Change Management
Diversity Sourcing
Employment Laws
Executive/Leadership Recruiting
Full Cycle Recruiting

Government Contracting
Healthcare Recruiting
IT/Tech Recruiting
LinkedIn Recruiting
Customer Services
Placement & Onboarding

Project Management
Client's Need Assessments
Relationship Management
Screening & Sourcing
Talent Assessment & Acquisition
Persuasive Speaking Skills

TECHNICAL POSITIONS

Tableau Visualization Specialist, Sr. Tech Writer, Software Developer/Engineer, Application Developer, Database Engineer, Cloud Architect, Project Management, Mobile Device Manager, Unified Communications, QA Analyst, Business Analysts, Data Engineers, AWS Cloud Engineer, Sr. System Admin, Windows System Engineer, Java Developer, Python Developer, Cloud Architect, Software Engineer, Customer Support Specialist, Salesforce, Project Managers, C/C++ Developer, Network Engineer, Data Engineer, ServiceNow Architect, Business Analyst, AWS Cloud Engineer, Java Developer, Python Developer, Cloud Architect, Product Owner.

EXECUTIVE & MANAGERIAL POSITIONS

Accounting & Finance (Controller, Director of Finance) | Business Development (Proposal Manager) | Care Manager RN | Nurse Manager | Sales Executives | Technology Executives (IT Process Improvement Manager, Sterility Assurance-Monitoring Controls, Sr. Manager, Occupational Health Services Americas, Project Delivery, Manager, Quality Engineering Commissioning & Qualification.

ENGINEERING POSITIONS

RF Engineer, Telecom Engineer, Controls Engineer, Process Engineer, Mechanical Engineer, Civil Engineer, Manufacturing (Production Manager).

FINANCIAL POSITIONS

Accounting & Finance: Controller, Sr Internal Auditor, CPAs, Financial Analysts, Accountants, Financial Counselor, Investment Banker, Actuary, Portfolio Manager, Quantitative Analyst, Securities Trader, Financial Planner, Banking Managers.

HEALTHCARE POSITIONS

All Healthcare IT/Tech, Physicians, Nurses, Nurse Case Managers, Mental health therapists, Social Workers, Psychologists/Psychiatrists, HEDIS Data Analysts, Epic Consultants, Medical Writers, Medical Researchers

RECRUITING & SOURCING EXPERIENCE

FAAZ Consulting / Mclean, VA 22102, USA

10/2021 – current

Diversity Sourcing Professional, IT/ Non-IT Recruiting

- Partnered with recruitment staff and the Center for Digital Health leaders to understand staffing needs in order to develop and implemented proactive, innovative sourcing strategies.
- Utilized different sourcing tools including social media, internet and data base mining, cold calling, developing relationships with professional organizations and college/school recruitment.
- Fostered relationships with hiring managers and potential candidates through various recruitment and networking channels and provide qualified, pre-screened candidates to the recruiter.
- Maintained ongoing relationships with high potential candidates for future openings and keeps records of potential candidates for future reference, including pipeline of passive candidates.
- Managed the full life-cycle recruitment process for assigned software development, engineering, data analytics and other related IT roles in Moody's Analytics, including recruiting for Sales roles.
- Advised junior recruiters on diversity sourcing strategy and processes for each position.
- Proficiently used a variety of tools and resources to effectively source and evaluate diverse talent.

- Advised hiring managers on market trends to help influence talent decisions and strategies, share innovative solutions, and streamline outdated processes.
- Tracked recruiting activity data, created reports on activity and illustrating progress toward recruitment goals, and presented data and metrics to leadership as needed.
- Gathered and analyzed competitive industry information regarding salary, benefits, and employment practices and advise management appropriately.
- Partnered with business leaders, Talent Acquisition team colleagues, HR Business Partners and other key stakeholders to analyze business objectives, identify talent needs and solutions and develop and implement programs to achieve these targets.
- Demonstrated understanding of business operations, talent needs, and job requirements to assess candidate quality, skills, and overall fit to identify the best candidate for each position.
- Assisted in the offer negotiation process resulting in accepted offers with mutually beneficial terms.
- Sourced, screened, and recommended candidates to hiring managers using behavioral-based interviewing methodologies.
- Collaborated with hiring managers to understand the needs for development and engineering roles to be filled with diverse candidates (App Developers, Software Developers/Engineers, ERP Consultants, CRM Consultants, Tableau Consultants, Salesforce Developers, and Database Developers).
- Utilized multiple sourcing techniques (e.g. social media, internal recruiting, referrals, etc.) to locate top, qualified diverse candidates.
- Maintained a database and pipeline of diverse candidates with applicant tracking tools as well as HR databases.
- Ensured candidates completed assessments on Glider for certain roles.
- Actively engaged and promoted diversity and inclusion in all hiring strategies; successfully filled 5 hard to fill roles with diverse candidates.
- Responsible for sourcing, screening, interviewing, evaluating, and filling all IT positions including Executive and Senior roles, Chief Enterprise Architects, Software Developers, Software Engineers, Quality, Product Support, and all administrative support roles including Executive Sales, Accounting, Marketing, Executive Assistants, Project Managers, and Implementation Specialist.
- Effectively recruited a high number of passive candidates. Adept at targeted head-hunting of high-value candidates. Understands the ethos of hiring to uncompromising standards and can work hard to fill difficult-to-fill roles.
- Collaborates with partners and managers to understand the needs and roles to be filled; Assist company leadership with the development and revision of specifications and job descriptions for selected positions.
- Identified the most effective methods for recruiting and attracting candidates, particularly passive candidates.
- Managed recruitment advertisements; job posts and/or places ads in the most effective digital media for open positions.
- Met with candidates via telephone or video conference to assess qualifications.
- Implemented ATS system and developed recruitment SOP's.

CUSTOMER SERVICE EXPERIENCE

Customer Service Executive (Fulltime, Austin, TX 78701, USA)

01/01/2020 – 28/12/2020

PEDDLE.com

Tribe Consulting (Pvt.) Ltd

- A modern car buying service – Peddle – HQ in Austin, USA.
- Identified, recorded and resolved car's title and related document issues.
- Problem solving skills, Critical analysis and best judgments to maximize profitably.
- Incoming and outgoing shipment processing as needed. Also provide feedback to improve processes, resources and tools.
- Organized & analyzed feedback to improve processes, resources and tools.
- Problem-solving, handling conflict resolution, and building relationships with team on-shore at Austin, TX.
- Answered phone calls in a more professional manner and provide information about products and services as required by the callers.
- They are responsible for taking or cancelling orders, and obtaining details of customer complaints
- Kept records of interactions and transactions of customer; keeping record of details of customer complaints, inquiries, and comments.
- Processed orders, applications, and forms.
- Rendered administrative support to other customer care team members when the need arises, or as instructed
- Followed-up customers and their complaints; ensuring that customer's requests are attended to accordingly
- Managed a team of customer service representatives in dealing with complaints and inquiries. This will depend on the size of the company.
- Established and monitor the standards for customer service in the company. This is achieved using a recognized and comprehensive benchmark.
- Identified tasks critical to keeping customer satisfaction levels in check.
- Selected, hired, and trained new team members.
- Networked with various departments and groups that are involved in customer support, orders, and processing.

- Ensure maximized productivity and minimized costs.
- Encouraged and motivated team members for continuance of quality service delivery.

TECHNICAL EXPERIENCE

Asst. Technical Coordinator

January 2020 – February 2022

Medline Technologies (Pvt.) Ltd.

- Supporting the directors as custodian of the day-to-day Sales and Service affairs.
- Coordinating and facilitating strategic brainstorming and problem-solving sessions with sales and service team separately.
- Preparing presentations and metrics for strategic initiatives of Sales and Service teams.
- Driving operational initiatives in support of strategic goals.
- Presenting and preparing reports and performance dashboards of Sales and Service to the management.
- Acting as a liaison between the directors, managers and other staff members of Sales and Service, thus bridging the gap between Sales and Service team.
- Coordinating with Sales HOD on daily leads exchange, sales force performance & management orders.
- Taking service inquiry calls from customers or clients and referring complaints of service or product failure or errors to Service HOD for record keeping & appropriate action.
- Handling customer inquiries, complaints, or special orders via mail or phone in the absence of Sales or Service HOD.
- Assisting management or sales team in sales meeting/presentations to the clients when required.
- Reviewing technical literature of products and subsequently making presentations for sales and marketing and preparing 'Product Comparison Data'.
- Providing on-call support in technical knowledge or any information required by sales personnel on the field.
- Recording & maintaining sale leads, follow-up progress and customer data.
- Attending exhibitions, seminars and collect information of market, competitors, buy trends, etc for the management.
- Performing other duties as assigned

Customer Services Executive / Resume Writer / LinkedIn Pro

- Contacted potential clients to establish reports and arrange virtual or phone meetings.
- Researched about organizations and individuals to find new employment opportunities for my career services clients.
- Increased the value of current customers by hosting weekly deals to help attract new ones.
- Produced and publish content, writing, editing and proofreading, formulating content strategies for writing services clients.
- Listened to client career goals and professional situations to write/edit professional resumes, or LinkedIn profiles based on experience with recruiting, hiring managers, or industry knowledge
- Assessed strategic solutions, and provide advice through personalized phone consultations
- Provide a professional level resume reformatting, grammatical corrections, and targeted content ensuring accuracy and strategic phrasing of responsibilities and accomplishments
- Facilitated mock interviews via phone or video conferencing, critique clients' answers to common interview questions, and provide advice from industry knowledge/experience.

EDUCATION

Bachelor of Engineering / Biomedical Engineering, Univ. of Ziauddin, Karachi, Pakistan, July 2021

Major of Biology, P.E.C.H.S. College, Karachi, Pakistan, December 2015

CERTIFICATIONS

Professional Resume Writer, Online
Diversity Recruiter, Online

People Sourcing Professional, Inhouse,
Business Recruitment, Inhouse training

SKILLS

Windows 7/8/10 | MAC OS | Communication | Negotiation | Listening Skills | Patience | Oracle PeopleSoft | Oracle Taleo | MS SharePoint | LinkedIn Recruiting | Cisco | Customer Services | MailChamp | Tableau | Salesforce | Microsoft Azure | MS Project | Office 365 | MS Office.

ACHIEVEMENTS

Top Performer & Lead | Top 5% performer | High QA Trend Chart | Customer Delivery- Best Quality Stats | Organizer Arranged Sessions for team workers | Invited as Speaker | Trainer 8+ Countries, Conferences, Sessions & Workshops | Speaker & Committee Member IEEE EMBS 2021- World's Largest Conference of Biomedical Engineers.