

# MERYL ROCK

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**Experienced Executive Officer/HR manager , seeking to secure a position in an organization that will utilize my skills and abilities to the fullest. Experienced in managing teams of 15+ as well as handling every aspect of the department, from recruiting new employees to managing administration.**

## EXPERIENCE

**01st April 2023- currently**

**Human Resources Manager**, American Healthcare Academy

Manage the implementation of process changes, system policies, and new technology initiatives

Develop and implement strategies to streamline processes, eliminate waste, and enhance operational efficiency.

Create and maintain process documentation, including standard operating procedures (SOPs), work instructions, and process maps.

Develop and deliver training programs to educate employees on new processes, systems, and technologies.

Develop reporting mechanisms to track and analyze data related to system uptime, process efficiency, and other relevant metrics.

Collaborate with cross-functional teams, department heads, and stakeholders to understand their needs and align system and process improvements with organizational goals

Promote a culture of continuous improvement by identifying opportunities for innovation, automation, and optimization.

Create official documentations and templates

Determine current staffing needs and produce forecasts

Develop talent acquisition strategies and hiring plans

Lead employment branding initiatives

Perform sourcing to fill open positions and anticipate future needs

Plan and conduct recruitment and selection processes (interviews, screening calls etc.)

Take steps to ensure positive candidate experience

Assist in employee retention and development

Supervise recruiting personnel

**01st April 2022- March 31<sup>st</sup> 2023**

**HEAD OF RECRUITMENT AND SUCCESS, INZPIRA EDU PRIVATE LIMITED**

As the Head of Recruitment and Success, I am accountable for leading the recruiting department and the business at large in all of its recruiting functions, inclusive of team leadership, sourcing strategy development and execution, program design and implementation, and recruiting goal development and achievement.

- Identifying my organization's needs and working to create and implement an efficient talent acquisition strategy to improve recruitment and business performance
- Developing, managing and maintaining a highly-skilled team to assist with talent development
- Understanding workforce planning and resource forecasting by working with the resourcing team to feed into recruitment timelines
- Communicating with external sources, i.e. peer organizations to acknowledge any trends in recruitment and markets which could impact upon the business
- Anticipating the organizations' future and working with senior executives to advise on recruiting tactics that will help to sustain the company's success
- Developing and retaining a diverse talent acquisition team
- Applying strategies to attract diverse candidates to all areas of the business
- Partnering with the broader talent acquisition team for shared use of tools and resources
- Reporting directly to the CEO and COO
- Tracking KPI of the team and conducting official meetings
- Preparing monthly and weekly cross-departmental reports as well as carrying out administrative tasks.

**2<sup>nd</sup> September 2020- 31<sup>st</sup> March 2022**

**TRAINING AND DEVELOPMENT MANAGER, INZPIRA EDU PRIVATE LIMITED**

- Training the trainers and managing the team
- Posting jobs and selecting candidates [handling the HR role]
- Onboarding employees and handling recruitment
- Conducting orientations and inductions
- Engaging in discussions and webinars
- Handling overall administrative operations
- Maintaining or creating data and trackers
- Conducting evaluation meetings
- Coordinating with subject matter experts and Instructional designers in future and ensuring the workflow.
- Assisting in company accreditation, expansion, and other developmental initiatives.
- Willingness to take up leadership and initiatives to realize the company's vision and mission.
- Hosting cluster meetings, representing the company and ensuring good community participation in all the official forums.
- Recommending new instructional methodologies and keeping yourself updated about the new trends/changes in the training field.

- Translating corporate goals into functional and individual goals

### **20<sup>th</sup> February 2020 – 1<sup>st</sup> August 2020**

#### **EXECUTIVE CASHIER, EBIXCASH FOREIGN EXCHANGE**

- Managing transactions with customers using the cash register
- Trade foreign currencies
- Handle transactions by cash, credit card and debit card
- Provide financial products information
- Perform clerical duties
- Providing a positive customer experience service
- Handling cash exchange in the office
- Resolving customer issues and answering questions
- Meet monthly target sales
- Engage in sales on a daily basis

### **21<sup>st</sup> January 2019 - 9th January 2020**

#### **Front office executive [Administrative Assistant], NIRANTA TRANSIT**

- Greeting clients
- Attending to queries and incoming calls
- Handling cash payments
- Communicating with hotel staff on the status of guest rooms
- Up-selling guest rooms and promoting hotel services
- Follow-up with check-in and check-out
- Handling end to end recruitment
- Managing and inspiring employees by leading from the front and setting the right example
- Interacting with office visitors to make them feel welcomed
- Using Microsoft office knowledge to help upper management
- Staying organized to keep track of all correspondence
- Handling employee complaints and discipline issues through the use of interpersonal communication skills.

### **14th May 2016 - 12th July 2018**

#### **EXECUTIVE ASSISTANT, INTERNSHIP [FREELANCE]**

- Setting and managing the daily schedules and calendars of company executives
- Preparing and/or editing documents, such as expense reports, memos and invoices
- Creating spreadsheets, managing databases, preparing presentations
- Negotiating with vendors
- Order necessary office supplies
- Managing corporate stock rooms and/or libraries

- Managing videoconferencing, fax communications and office equipment
- Reviewing incoming documents
- Conducting research
- Training and/or supervising clerical workers
- Answering phone calls and taking messages
- Welcoming all visitors and interacting with them
- Managing scheduling and appointments
- Arranging meetings and other events
- Managing mail/fax communications
- Managing traditional paper and/or electronic filing systems
- Performing basic bookkeeping/clerical duties

## **EDUCATION**

June 2015 – May 2018

**BACHELOR'S IN ARTS**, MUMBAI UNIVERSITY

English Literature & History

June 2014 – February 2015

**HIGHER SECONDARY CERTIFICATE**, THOMAS BAPTISTA COLLEGE

Maharashtra board

April 2012 – March 2013

**SECONDARY SCHOOL CERTIFICATE**, ST. FRANCIS HIGH SCHOOL

Maharashtra board

## **SKILLS**

- Good management and Interpersonal skills
- Excellent customer service skills
- Proficient in Microsoft Office, KPI system, SEO, CRM
- Experienced in platforms such as Bitrix, Indeed, Notion, Voxbay, Zoho
- Forward planning and strategic thinking
- Problem solving and decision-making skills

## **ACTIVITIES AND CERTIFICATIONS**

- Travel, writing, reading, blogging, fitness, dance
- Multilingual- English, Hindi, Marathi, Konkani, Arabic
- Load lifting ability 50-60 lbs.
- BritishScore C1 advanced certification
- International career coach certification [ICCC]
- Professional in Human Resources International [PHRI]