

FEZMIN MUBARAK

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PROFESSIONAL EXPERIENCE

SUMMER INTERNSHIP REPORT

V GUARD INDUSTRIES VENNALA

September 2022-November 2022

- Worked in Corporate Talent Acquisition team.
- Coordinated and administered a team of 8 employees
- Covered all 3 steps of the hiring process, including sourcing, Recruiting, on boarding, and communicating with candidates.
- A deeper understanding of the Deltek Applicant Tracking system; assistance on 14+ job searches.
- Assisted in the releasing of at least 10 offer letters & over 20 kits.
- Schedule more than 30 interviews and selection processes.
- A deeper understanding of the ATS Deltek system, where requisitions are created and maintained. used recommendations and the job board Naukri to find eligible candidates.
- Conducted the interview and selection processes. Finalized applicants are brought on board through the Digi Desk interface and required to complete a secondary application.
- Further corporate partnerships with 25+ hotels (hotel mapping).
- Learned about the V GUARD employee portal

RELIANCE RETAILS

May 2022

EDAPPALLY

- Helped in meeting sales goal of by performing above average in all positions throughout the store, frequently assisting front-line staff in satisfying more than 10 customers.
- Completed as many as 10 customer service and customer care program, Talked to more than 500 customers.
- Responded to an average of 50 customer inquiries per day via phone and email, resolving issues quickly and efficiently to maintain high levels of customer satisfaction.
- Consistently exceeded monthly sales targets
- Spearheaded a project to streamline customer service processes, resulting in a 30% reduction in average handling time and increased customer retention.

ACADEMIC VOLUNTEERING AND PROJECTS UNDERTAKEN

ORGANISATIONAL STUDY

Nov2022

- Studied the functioning pattern of V-GUARD
- VGUARD has 9 factories and 32 branch offices and 20+product categories
- The employee strength is 2556

- Generated help in more than 30+ vacancy closing

Participated In the NRLM'S Rural Sensitization Program

July 2022

- The main aim of survey was to collect data regarding the different Kudumbashree working in that area. And to collect information on any issues seen, a group of four a team.
- On the 5-day program, different areas of Thirunelly Grama Panchayat were stop by, covering 100 hamlets.

Online purchasing habits in College students

January 2021

- Led a survey and quantitative analysis to better understand the various online shopping behaviours of college students, The study was overseen for 100 students.
- The study found that more than 75% of students depend on or support online platforms.

EDUCATION

YEAR	DEGREE	BOARD/UNIVERSITY	%
2021-2023	MBA	Bharata Mata Institute of Management	Pursuing
2017-2021	B. Com	Ilahia College Of Arts& Science	52.4%
2015-2017	HSC	Kerala Higher secondary	71%
2015	SSC	C.B.S. E	80%

SKILLS & OTHER

ADDITIONAL

- **Technical Skills:** PowerPoint, Excel, Word, ATS
- **Languages:** Fluent in Malayalam, Hindi, and English

AWARDS AND ACHIEVEMENTS

- 2nd place in an exhibition of math at the sub district level in 2017.
- Got Best performer prize in Mahindra Pride Training Program

PERSONAL STRENGTH

- Optimistic
- Active Listener
- Scheduled
- Managerial