

Writing a Resume after a Career Break

A definitive e-guide for getting back into the workforce - [Resumod.co](https://www.resumod.co)



**“There is no force more powerful
than a woman determined to rise.”**

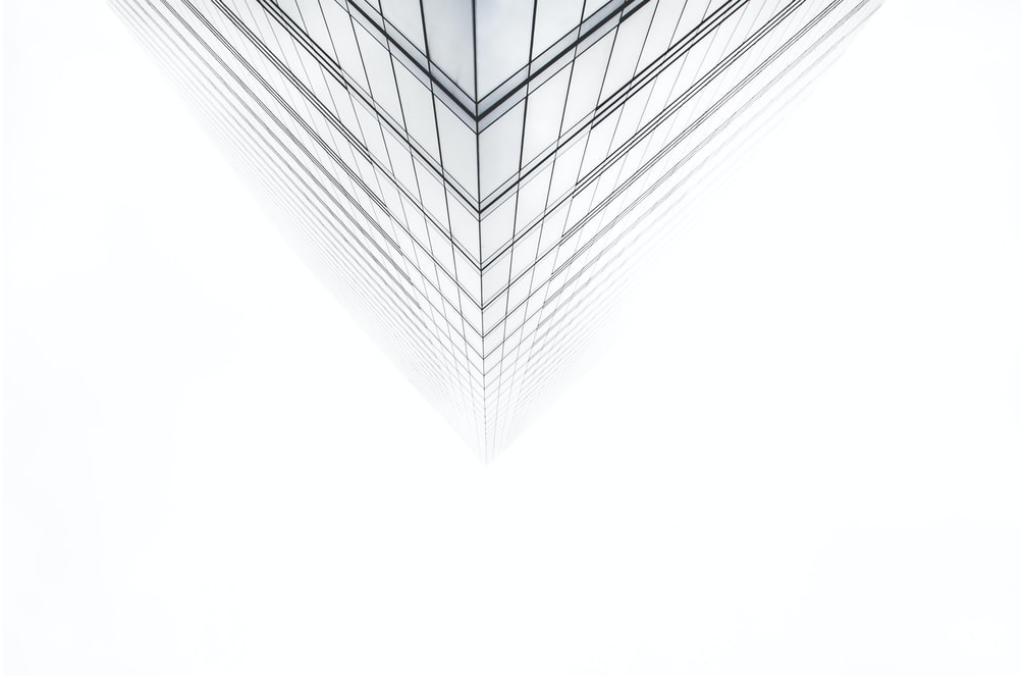
-Bosa Sebele



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1. YOU ARE NOT ALONE

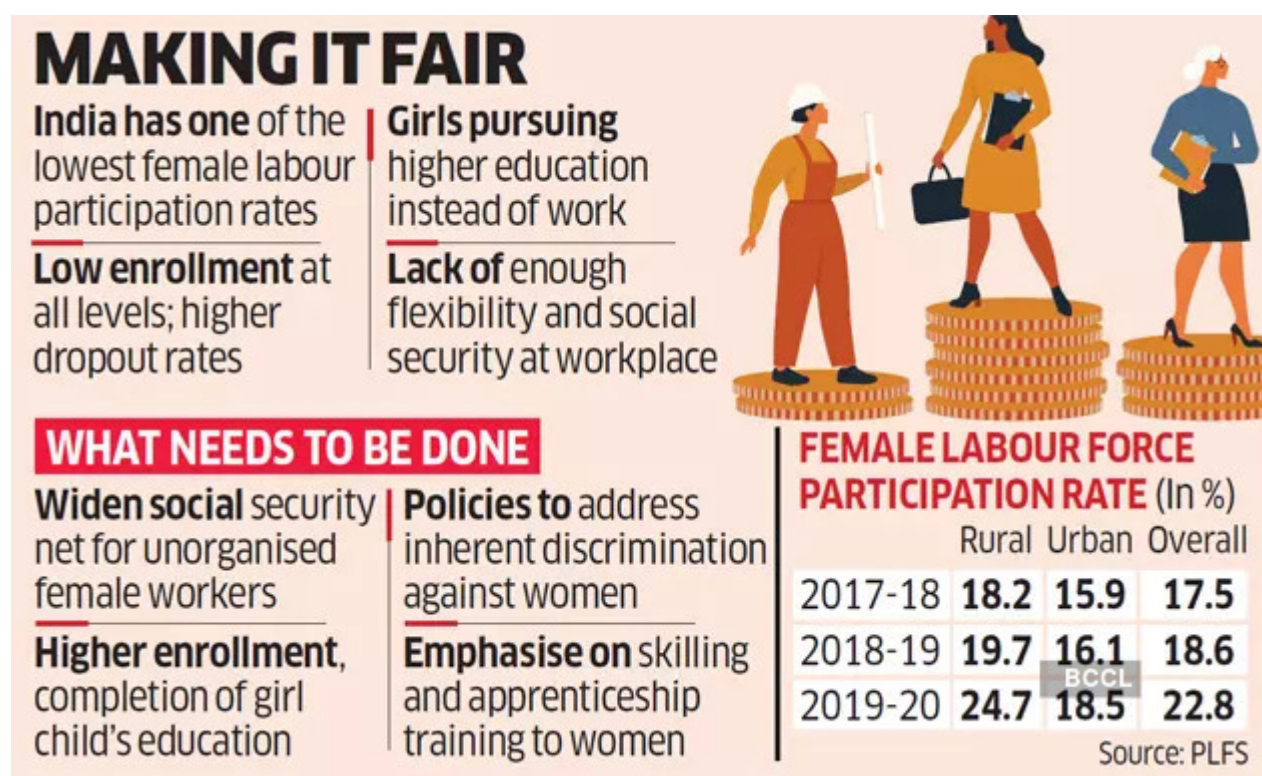
You are an ambitious woman, who entered the workplace years ago, made a successful career and handsome money out of it. However, you stopped midway, took a break and prioritised other things – family, maternity, elderly care, health – and your career took a back seat. You lost the money and your dreams while managing other responsibilities.

Sounds familiar? This is the story of most women in India, and globally.

Women take sabbaticals from work – which sometimes extend the planned duration. Despite the length of the career break, the challenges for all the women are the same:

- **Difficulty in getting back**
- **Challenges in getting fair pay**
- **Less opportunities for professional growth**

A 2022 survey by LinkedIn revealed that **two-thirds of employees have taken a break at some point in their professional careers. A whopping 70% of these are women.**

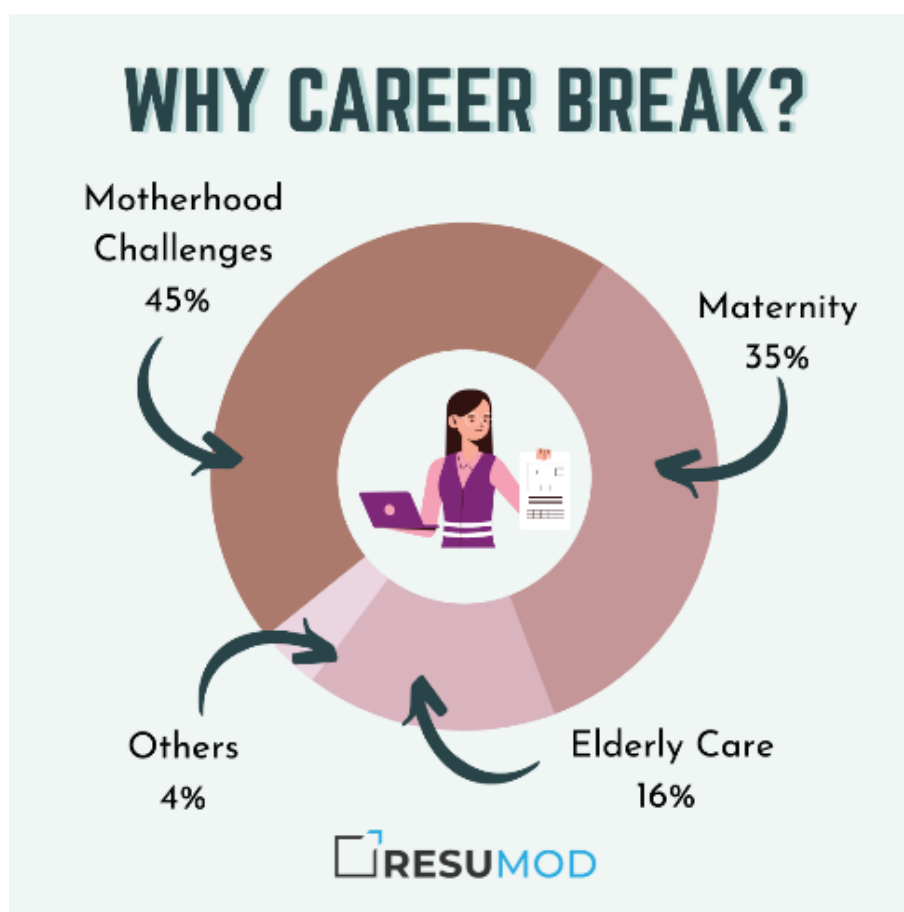


Women In Workforce

WHY CAREER BREAK-WHAT DATA REVEALS

The key reasons for most women taking career breaks are not always personal. The difference in gender roles and the role of women as a caregiver propel women's decision to take career breaks.

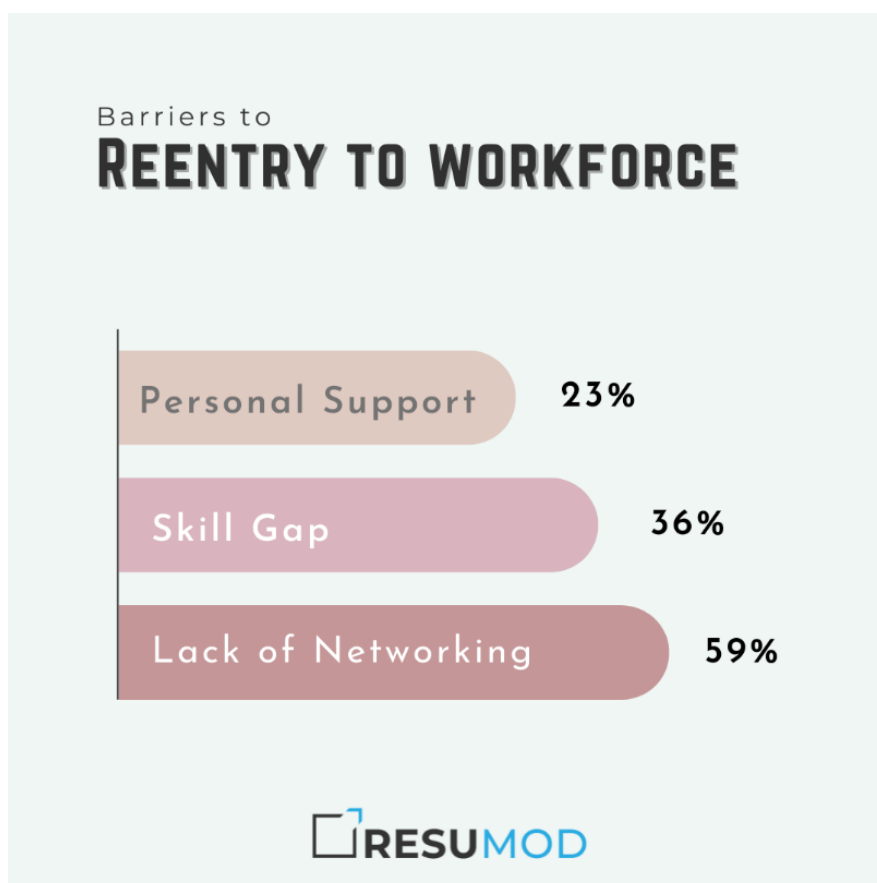
As per a 2019 research report by Avtar, an organization which works to promote diversity and workplace inclusion in India, top three reasons for women taking career breaks are Motherhood challenges (45%), Maternity (35%), and elder care responsibility (16%).



CHALLENGES TO RENTRY

The Avtar, 2019 survey further revealed the top three barriers to start a second career include absence of a strong network according to 59%, skill gap (36%), and lack of support at home (23%).

The survey revealed that the majority of respondents (69%) anticipate a pay cut on re-entry due to the prevalence of motherhood wage penalty, which refers to mothers suffering from wage and hiring disadvantages in the workplace.

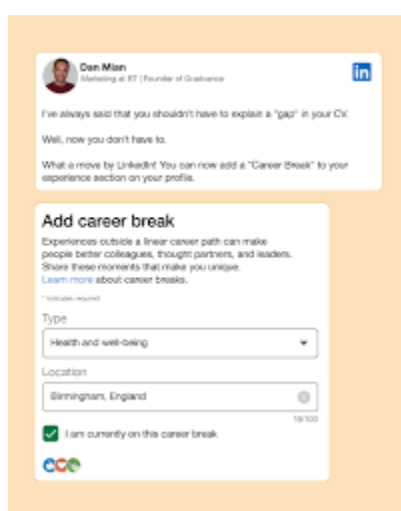


2. INCREASING DEMAND FOR WOMEN AT THE WORKPLACE

The fact that women face challenges in re-joining workforce is undeniable. After covid-19, when layoffs became an everyday affair, corporates have started accepting career break as a norm. They are accepting candidates with career gap, more than ever.

LINKEDIN ANNOUNCED A "CAREER BREAK" SECTION

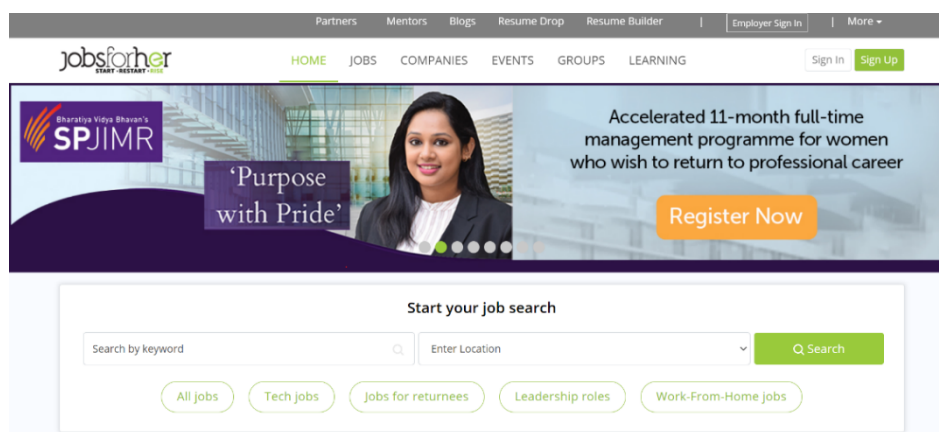
This step is stepping stone towards breaking stereotypical views on career break.



Source: LinkedIn's Facebook page

SUPPORT ORGANIZATIONS FOR WOMEN

There are dedicated platforms, organizations, and programs that support moms and women with their second careers. Examples include JobsforHer in India



CAREER RETURNER PROGRAMS

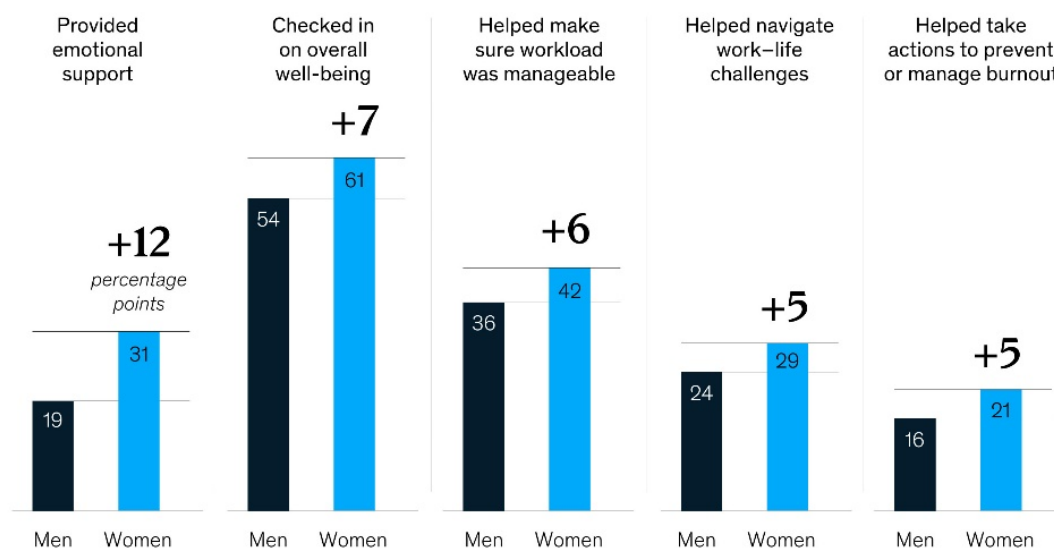
Many corporates are launching career returner programs. These programs acknowledge that women and moms with career break are already skilled, with little training and skills they can be an asset to any organization. Some corporates running these programs include **S&P Global, Accenture, Deloitte, SAP, Google, GE etc.** These short-term programs give you a chance to return to work and restart your career. Just go to Google and type "Career returner programs".

WOMEN ARE COMPASSIONATE MANAGERS

Organizations accept that women help drive financial performance and innovation. Studies show that having women in leadership can help a company's business performance.

Employees with women managers are more likely to say that their manager has supported and helped them over the past year.

Actions taken by managers to support employees, by manager's gender, % of respondents



Source: *Women in the Workplace 2021*, LeanIn.Org and McKinsey, 2021

3. STEPS TO RE-ENTER THE WORKFORCE

World is moving faster than ever, all industries are evolving at light-speed, workforce dynamics and work culture is changing. Making a comeback in such evolved workplace is a big decision! Make sure you give it a thought.

Here is a systematic process to making a powerful comeback:

Step 1: Decide and Evaluate your Decision

Figures, data, and experiences of women re-entering workforce reiterate one single point- it is a big challenge.

Ask yourself:

- Will you be able to put in extra hours required to make a promising career?
- Will you be able to manage your personal and professional responsibilities seamlessly?
- Will you be OK at working on lower pay?

Step 2: Evaluate Your Skills Honestly

Once you have decided to make a powerful re-entry, it is time to update your skills. Before doing that:

- Assess the current marketplace and trends
- Do you want to go back to your previous profile?
- If no, what do you need and how will you upskill?
- If you pivot, list your top skills; check their viability and where you can use them. Learn more.

Upskill as required. Get trained, or join a program.

Step3: Resume Building

Once the background and mind set work is done, it is time to get deep into the job search process. Your job search starts with a resume. You cannot use your old resume. Create a new resume, updated with your career break and tailored for your job search.

The next chapter is fully dedicated to building a resume after a career break.

Step 4: Start Your Job Search

With a new resume and skills in your arsenal, your now completely equipped. Start job-hunting online, apply through career returner programs, and your network on social media sites like LinkedIn.


4. RESUME BUILDING FOR YOUR SECOND CAREER

The resume from your previous jobs is outdated, it does not show your new skills, your career break, and is not speaking to the recruiters who are ready to hire women after career break.

CREATING A RESUME HEADLINE

A Resume always starts with a Resume Headline where you briefly mention the position you are striving for in addition to your domain exposure in various experienced sectors or industries.

RESUME HEADLINE



KAVITA SHARMA

HUMAN RESOURCES, OPERATIONS & CREDIT MANAGEMENT EXPERT

Phone: 7669696678
Email: support@resumod.co

Certified Human Resource Management Professional with a career record in Training & Development, Employee Relations, Performance Management, Compensation & Benefits Planning and Recruitment & Selection. Commenced career in 2005 with SBI and steadily progressed to the position of Deputy Manager with AXIS Bank Limited (2007-2014). In 2014 took a career break of about 2 years due to deteriorating health; recovered soon after and in 2016 started my own business Saringini - Handloom Space. During my entrepreneurial exposure, I developed skills in Business Management, Marketing, Sales, Finance, Procurement and Customer Relationship Management.

The headline talks about three top skills

WRITING A RESUME SUMMARY

A resume summary or opening statement, placed at the top of your resume describes your **core skills, qualifications, and experience**. It conveys your qualifications for the position in 3-5 sentences and persuade the hiring manager to read the rest of the resume document. Some of the most significant accomplishments, your career, and one or two of your strongest skills are highlighted in a resume summary. To make your resume summary to stand out, customize it to meet the specific objectives of the organization.

In a career break Resume, your resume summary, ties together your career history, break, qualifications, and skills. Include a brief description of your career background, core competencies and skills.

Brainstorm and identify what you want to convey through the summary:

- Is it any specific achievement?
- A stack of skills?
- A particular part of your career?

For a career break resume, a good combination is:

- Your qualification if you have upskilled
- Your core competencies
- A brief of your previous experience

Pick your abilities that match the job description to create a summary. Talk about your soft skills as well.

RESUME SUMMARY RESUMOD

KAVITA SHARMA
 HUMAN RESOURCES, OPERATIONS & CREDIT MANAGEMENT EXPERT
 Phone: 7669696678
 Email: support@resumod.co

The summary talks about a certification, key skills, career trajectory and career break

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CREATING SKILL SET SECTION

Skills are talents or abilities you develop through academics, observance and practical application. Skills in your resume demonstrate your ability to perform a task. An ideal skill set section in your resume is a combination of hard and soft skills.

Soft skills also called transferable skills are characteristics that influence how you operate, both independently and together, in a workspace. Organizations look for employees that have strong transferable skills apart from the core skill set required for the job.

- People with a strong work ethic are more productive
- Collaboration and communication facilitate smooth operations
- Positive approach and initiative-taking mind-set supports growth

Hard skills are abilities that enable you to carry out specific activities. You acquire and develop hard skills through formal education, apprenticeships or internships, certification programs, and on-the-job training.

Step 1: Know Your Strengths

Identify the hard skills you already have.

For instance, a history professor will have strong knowledge of the subject. They will also have abilities in handling students, research, lecture delivery among other skills.

Step 2: Check Job Requirements

An ideal skill section is represents reflects your suitability for the given job role. Look at your target job description and check the keywords.

Focus more on hard or job-related skills. Do not miss the soft skills if they are the topmost priority in your job profile.


Step 3: Evaluate your skills from career break

This is an additional step. List down the skills – both soft and hard – that you have acquired through courses, volunteering, maternity etc.

Step 4: Create a Skills Section

Combine a list of 7-10 skills and your skill set section is ready.

SKILL SET



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A mix of hard and soft skills with focus on hard skills

SKILLS

HR Integration | Branch Operations Management | Credit Management | Financial Reporting & Documentation | Banking Process Management | Financial Resources Planning | HRMS | Recruitment | Performance Evaluation | Employee Engagement | Vendor Development & Management | Cost Control | Team Leadership

EMPLOYMENT HISTORY



Employers identify thinking creativity (31%), time management (29%) and patience (29%) as the most valuable skills people acquire during career breaks, the LinkedIn study found. And 49% of hiring managers think that the biggest mistake candidates make when it comes to addressing a career break during the hiring process is trying to downplay the gap rather than highlight it as an asset.


ADDRESSING THE CAREER BREAK

By now, you know you cannot skip the career break in your resume. Be prepared to talk about your gap and how you spent your time.

- Include your volunteer work
- Why you took the break
- How you utilised the break to be the professional game

Create a separate section that talks about the career break and how you utilised it.

CAREER BREAK



KAVITA SHARMA
HUMAN RESOURCES, OPERATIONS & CREDIT MANAGEMENT EXPERT
Phone: 7669696678
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SKILLS

HR Integration | Branch Operations Management | Credit Management | Financial Reporting & Documentation | Banking Process Management | Financial Resources Planning | HRMS | Recruitment | Performance Evaluation | Employee Engagement | Vendor Development & Management | Cost Control | Team Leadership

EMPLOYMENT HISTORY

Entrepreneur ▶ Saringini - Handloom Space, Bangalore **2016 - Present**

- Manage growth, operations including (designing & procurement), sales, marketing, social media, customer relationship and overall financial management of the clothing business
- Navigate through the business' changing priorities, controllable expenses and pertinent customer issues
- Plan & implement promotional and procurement activities to ensure higher sales at various events & exhibitions

Career Break ▶ Health Issues **Feb 2014 - Apr 2016**

- Took a career break to take care of my health, and planned my entrepreneurial pursuit while on leave

Expanding on the entrepreneurial pursuit mentioned in career break

A brief description of the career break

WRITING JOB DESCRIPTIONS

You know what goes in here – details and job descriptions about your jobs before the career break.

- Job/Position Title
- Dates of employment
- Name of the employer and location
- Job description

How to write a job description – Tips

- Use bullet points for explaining your work, start with an action verb and stay to-the-point
- Remove activities and tasks that won't add value to your present job
- Drop keywords through the job description to optimise if for the ATS
- Adopt an achievement focused approach, and use numbers to show the results delivered

JOB DESCRIPTION



EMPLOYMENT HISTORY	
Entrepreneur ▶ Saringini - Handloom Space, Bangalore	2016 - Present
<ul style="list-style-type: none"> • Manage growth, operations including (designing & procurement), sales, marketing, social media, customer relationship and overall financial management of the clothing business • Navigate through the business' changing priorities, controllable expenses and pertinent customer issues • Plan & implement promotional and procurement activities to ensure higher sales at various events & exhibitions 	
Career Break ▶ Health Issues	Feb 2014 - Apr 2016
<ul style="list-style-type: none"> • Took a career break to take care of my health, and planned my entrepreneurial pursuit while on leave 	
Deputy Manager ▶ AXIS Bank Limited, Bangalore	Nov 2007 - Jan 2014
<ul style="list-style-type: none"> • Provided Human Resources services, policies, & programs. Planned HR strategies with senior management. • Managed banking operations and aligned branch resources to enhance productivity, improve quality, and streamline internal systems. • Interpreted financial information to identify risks. Analysed historic data and developed appropriate reports to keep company credit exposures within set risk bearing limits. • Updated financial models and performed variance commentary on the Cash Flow, P&L statements & balance sheets. Verified KYC documents and monitored the movement of proposals. • Reviewed loan documents and ensured high-quality documentation which is stamped appropriately. • Resolved internal & external customer complaints and rectified all audit-related queries. • Led recruiting activities and HR Operations for the Branch. Oversaw the entire Employee Life cycle including handling employee escalations. • Managed annual appraisal and communicated about staff movement to the central office. 	
Highlights	
<ul style="list-style-type: none"> • Reduced TAT for submission of MIS Reports to Central Office • Supported Branch Head in coordinating staff at MP, and Gujarat from Indore Center, and Karnataka and Kerala from Bengaluru Corporate Banking Branch • Analysed maximum number of proposals in 2011 • Completed maximum number of loan documentation at branch level in 2012 	
Specialist Officer (Asst) ▶ State Bank of India, Indore	Jan 2005 - Sep 2007

Jobs before the career break explained in bullet points. A highlights section to draw recruiter's attention

LISTING YOUR EDUCATION

A basic yet an important section. Your credentials are your lifetime assets and deserve space on your Resume.

An ideal education section includes:

- Name of the university
- Name of the course with specialization
- Grades or marks (optional)
- Certifications and licenses
- Year of graduation

How to create an education section:

- Start with writing the name of institution, course, and year of graduation
- Mention your academic awards and medals with the respective academic engagement
- Use reverse chronological order, and list the most recent or ongoing course first, followed by the older ones
- Add details of any upskilling courses completed during or after your career break

EDUCATION



- Analysed maximum number of proposals in 2011
- Completed maximum number of loan documentation at branch level in 2012

Specialist Officer (Agri) ▶ State Bank of India, Indore Sep 2005 - Sep 2007

EDUCATION	
M. Sc. (Plant Breeding & Genetics) ▶ JNKVV, Jabalpur	2008
B.Sc. (Agriculture) ▶ JNKVV	2004
CERTIFICATIONS	
Human Resource Management Professional (CHRMF) at IAO	

No fuss education and certifications sections.

SONALI GUPTA

SAP SCM/MM FUNCTIONAL CONSULTANT

support@re
9235468333
LinkedIn

5. CAREER GAP RESUME EXAMPLES

Turn to next page >>>

PROFILE

SAP professional, with 3 years of experience in IT and Manufacturing Industry. Skilled at designing, implementing & deploying SAP solutions to achieve defined business goals. Proven record of designing, developing and delivering data warehouse and reporting solutions using SAP BW module. Possess sound knowledge of the business process and best practices to configure and integrate the SAP MM module with other functional modules.

EDUCATION

Graduate Certificate in SAP
Central Michigan University, Mount Pleasant, MI
2016

SAP NetWeaver BI 7.0
Beyond Logics, Mumbai, India
2011

B.E (Computer Engineering)
University of Mumbai, Mumbai, India
2009

CORE COMPETENCIES

SAP MM
■■■■■■■■■■■■■■■■

SAP BI 7.0
■■■■■■■■■■■■■■■■

Technical Domain Knowledge
■■■■■■■■■■■■■■■■

Business Domain Knowledge
■■■■■■■■■■■■■■■■

Analytical Thinking & Problem Solving
■■■■■■■■■■■■■■■■

Onsite Management
■■■■■■■■■■■■■■■■

Business Analysis
■■■■■■■■■■■■■■■■

Testing & Troubleshooting
■■■■■■■■■■■■■■■■

Team Coordination
■■■■■■■■■■■■■■■■

COURSES

SAP TERP10 - Business Foundation & Integration
SAP ERP 6.07, SAP
Aug 2016

Oracle Certified Associate
Oct 2009

Career Break + Skill Enhancement

Module Knowledge

- Defining Enterprise Structure and maintaining n between them
- Configuration and Maintenance of Master Data
- Configuration and Maintenance of Procurement Process
- Customization and Maintenance of Inventory Management

Courses

- SAP MM Course - KC Consultancy | 2017
- Business Analyst Competency Development Program - 2017

Maternity Break

- Took a maternity break and raised two kids. Learned empathy, compassion, patience, problem-solving and time being a mother and homemaker.

EMPLOYMENT HISTORY

Bharat Limited

SAP BI Consultant

Sep 2011 - Jul 2013 | Mumbai, India

- Analyzed business requirements and functional specifications to create customized objects
- Modelled data and developed SAP BW system. Worked to define the BW data model.
- Customized data flow from Microsoft Excel files and SAP BW, creating and activating customized BI objects
- Extracted, Transformed and Loaded (ETL) master data from SAP ECC 6.0 and flat files to SAP BW
- Scheduled and monitored Data Loads into SAP BW System use of Process Chains
- Worked on Bex Query Designer, Bex Analyzer, Bex Web (WAD), Report interface (RRI)
- Analyzed and automated manual data load activities
- Coordinated with Business Users, Development Team a development of integrated SAP modules.

Programmer Analyst

Kale Consultants Ltd

Dec 2009 - Dec 2010 | Mumbai, India

- Gathered business requirements, and finalized specifications design documents for the software program
- Supported SDLC including design, development, debugging of the software.
- Designed UI/ UX for an in-house web application (Accounting)
- Developed software, specifications and technical interface, executed Data Change Request documents
- Performed Unit Testing on the customized solution to client requirements.
- Formulated Unit Test Logs to help the testing team with the production sandbox

RESUME OF HR, OPERATIONS & CREDIT MANAGEMENT EXPERT

Kavita has dynamic experience in working across HR, Operations, and Credit Management. She has worked in established financial institutions in India and brought significant results in each of these areas. However, she took a career break for 2 years to take care of health and re-joined workforce as an entrepreneur. With her new resume, she wants to reenter the corporate space and excel in areas of HR and Operations.

KAVITA SHARMA

HUMAN RESOURCES, OPERATIONS & CREDIT MANAGEMENT EXPERT

Phone: 7669696678

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SKILLS

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EMPLOYMENT HISTORY

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Deputy Manager ▶ AXIS Bank Limited, Bangalore **Nov 2007 - Jan 2014**

- Provided Human Resources services, policies, & programs. Planned HR strategies with senior management.
- Managed banking operations and aligned branch resources to enhance productivity, improve quality, and streamline internal systems.
- Interpreted financial information to identify risks. Analysed historic data and developed appropriate reports to keep company credit exposures within set risk bearing limits.
- Updated financial models and performed variance commentary on the Cash Flow, P&L statements & balance sheets. Verified KYC documents and monitored the movement of proposals.
- Reviewed loan documents and ensured high-quality documentation which is stamped appropriately.
- Resolved internal & external customer complaints and rectified all audit-related queries.
- Led recruiting activities and HR Operations for the Branch. Oversaw the entire Employee Life cycle including handling employee escalations.
- Managed annual appraisal and communicated about staff movement to the central office.

Highlights

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- Supported Branch Head in coordinating staff at MP, and Gujarat from Indore Center, and Karnataka and Kerala from Bengaluru Corporate Banking Branch
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EDUCATION

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B.Sc. (Agriculture) ▶ JNKVV **2004**

CERTIFICATIONS

Human Resource Management Professional (CHRMP) at IAO

RESUME OF TECHNICAL SUPPORT & CUSTOMER SUCCESS MANAGER

Deepti is a Technical Support Manager who is returning to a full-time role after a career break. Through her previous experience, she has acquired skills in attaining a high level of customer satisfaction, tracking active support tickets to ensure a quick turnaround, and reviewing product documentation. She is a keen problem-solver who is able to delegate tasks and make difficult decisions.

DEEPTI RATHORE

TECHNICAL SUPPORT & CUSTOMER EXPERIENCE MANAGEMENT SPECIALIST

Phone: 9880375679
Email: support@resumod.do
Address: Bangalore, India

Commenced career in 2005 with Sterling Business India and grew within the technical support domain. Gained experience in resolving a wide range of mission-critical technical issues, incidents and service requests. Took a career break for social welfare and joined Teach India, Pune as a Fellow & Class Leader. Focused on educating children from low-income families. Joined Cloud Learning Solutions in 2016 wherein I provided technical support to a money lending software. Since 2017 Working as an Entrepreneur and managing a Learning Centre for Math, in Bangalore.

AREAS OF EXPERTISE

Incident Management | Technical Support | Ticket System | Configuration & Maintenance | Troubleshooting
| Escalation Management | Customer Request Management | Planning & Scheduling | Team Leadership

EDUCATION

2005	M.Sc. - Computer Technology -> University of Mumbai
2003	B.Sc. - Mathematics -> University of Mumbai

OCCUPATIONAL CONTOUR

2017 - Present	Entrepreneur -> Academy for Maths, Bangalore <ul style="list-style-type: none"> Launched the centre by marketing through digital and print media Execute an after-school math program that aims to strengthen the foundation in Math for K - 8 students. Set up challenging learning outcomes as per the Maths syllabus Adapt mathematics curriculum for individual, small groups to meet student needs
Jul 2015 - Jul 2016	Cloud Learning Solutions -> Lead - Customer Success Engineering, Bangalore <ul style="list-style-type: none"> Grew existing client base and attained a high level of customer satisfaction (team transitioned about 35 live implementations). Delivered outstanding customer service to on-site and remote users. Collaborated with Engineering, Professional Services and Product Management to ensure operational excellence. Implemented changes to templates for ER submission, sending emails to customers and troubleshooting methodology, and increased team's efficiency. Tracked active support tickets to ensure a quick turnaround. Resolved requests, complaints, and queries within Service Level Agreement. Prepared reports to monitor open cases. Reviewed product documentation for content & syntactical accuracy and created new knowledge articles <p>Highlights:</p> <ul style="list-style-type: none"> Defined metrics to measure Customer Satisfaction (CSAT) and evoked 93% CSAT score Decreased case count from 100 to 35 within 2 months. Successfully transitioned 15 projects into Support
May 2013 - Apr 2015	Teach India -> Fellow & Class Leader - Teaching & Assessing Learning, Pune <ul style="list-style-type: none"> Selected into the Fellowship from among more than 11200 applicants in 2012 Planned, prepared & delivered instruction based on the SSC curriculum and facilitated student learning Raised funds (over INR 1L) for the classroom and obtained funding for a library Worked to bridge the achievement gap of grade 2 students in a local municipal school (2014-2015) Achieved a growth rate in English Comprehension and over 30% in Mathematics. Taught SSC curriculum and built reading and comprehension levels using various learning tools Taught grade 4 subjects as per SSC curriculum. Motivated teamwork through a "Buddy System" to build reading skills and vocabulary
Apr 2011 - Jan 2012	Technical Support Manager -> Oracle India Pvt. Ltd, Bangalore
Jul 2005 - Mar 2011	Team Lead - Technical Support -> Sterling Business India Pvt. Ltd., Bangalore

RESUME OF HR MANAGER

Suman is an award-winning HR professional with competencies in leading recruitment, performance reviews, wage reviews, disciplinary action, and learning and development. She is experienced in conflict resolution, disciplinary processes, and workplace investigations. She has been on a career break since 2015 and providing HR consultancy as a freelancer.

SUMAN DAS

HR Manager

09825685882
sumandas@gmail.com
Hyderabad, India
<https://in.linkedin.com/in/sunetra-biradar-chaphalkar-65a70211>

Value-driven HR professional and MBA (Human Resources) degree holder with over 12 years of experience in playing a valued management role in driving profitable operations of the human resources department. Commenced career in 2004 as Recruitment Consultant and steadily progressed to the position of Manager - Human Resources with Pramata Corporation (2011–2015). In October 2015, I took a maternity break, acquired parenting skills to raise my kid, and gradually started freelancing recruitment assignments.

EMPLOYMENT HISTORY

Freelance HR Consultant
Self Employed
Jul 2015 - Present

- Manage consulting recruitment assignments for Bangalore and Pune as per client requirements
- Advise clients on organizational policy matters such as equal employment opportunity
- Research and suggest new sources for active as well as passive candidate recruiting

Manager - Human Resources
Pramata Corporation
Mar 2011 - Jun 2015

- Established policies, and processes and streamlined the HR department from scratch
- Brought in Best Employee Engagement practices in line with industry trends to engage and retain talent
- Built a real-time performance management culture and process introducing quarterly and mid-year reviews programs
- Identified as an asset for the organization; ramped up the Legal and Technology Product team
- Awarded Certificate of Excellence (2013) for completion of Compensation & Benefits Strategies program organized by Institute of HRD

Assistant Manager - Human Resources
Black & Veatch Inc.
Dec 2006 - Jan 2011

- Renewed the existing benefits such as medical & life insurance and contributed to cost savings
- Successfully set operational HR procedures and participated in creating an HR policy handbook/manual for the Pune office as per global policy structure during the transition phase
- Set up New Professional Orientation Program and Long Service Award Program as per global SOP in the Pune office
- Awarded Certificate of Recognition (2010) for outstanding support for global New professional orientation

Senior HR Executive
Calsoft Pvt. Ltd.
May 2004 - Nov 2006

EDUCATION

MBA (Human Resources)
Institute of Business Management and Research,, Pune
2003

SKILLS

Human Resources Management

Recruitment / Talent Acquisition

Performance Evaluation & Reward Management

Employee Welfare/Relations/ Grievance Management

Payroll & Benefits

Internal HR Audit & Review

Resource/Manpower Planning

People Management

LANGUAGES

English ●●●●●●●●●●

Bengali ●●●●●●●●●●

Hindi ●●●●●●●●●●

RESUME OF BUSINESS ANALYST & PROJECT COORDINATOR


Ruchi resumed her career as a Business Analyst after a maternity break. She is proficient in ensuring that all project requirements, deadlines, and schedules are on track. She has proven experience in project management and the ability to lead project teams of various sizes. She has a natural analytical way of thinking and is able to explain difficult concepts to non-technical users.

RUCHI SHARMA

BUSINESS ANALYST & PROJECT COORDINATOR

Phone: 9916455581
Email: sharma5r@gmail.com
LinkedIn: <https://www.linkedin.com/in/sravani-g-business-analyst/>

Accomplished Business Analyst with over 4 years in conducting business requirement evaluation, defining project scope, and reporting project status. Dexterity in documenting and communicating key requirements to stakeholders, IT teams, and project teams. Expertise in leading all aspects of Software Development Lifecycle using industry best practices, tools, and methodologies (Agile Scrum). Proficient in documenting use cases to provide excellent end-user experience



SKILLS

Requirement Analysis

Business Forecasting

Project Scoping

Stakeholder Management

Project Consulting

Use Cases Writing

SDLC (Agile Scrum)

Project Review

Insurance Domain Knowledge

Process Excellence

EMPLOYMENT HISTORY

Business Analyst (Volunteer)
LetsIntern, Bangalore
 Dec 2017 - Present

- Collaborate with stakeholders including corporates, non-profits, and educational institutes to gather and freeze requirements.
- Collect data and simplify it into smaller and comprehensible work units.
- Work with the project team to brainstorm and delineate web platform requirements
- Create wireframes, test the web platform through writing test cases, and monitor project progress.

Business Analyst/TQA Admin
Barclays Services Global Delivery, Hyderabad
 Nov 2013 - May 2015


Environment: Agile Scrum, MS Project, MS Visio 2013, SharePoint 2013, MS Office 2013, TFS, UML

- Project Coordination & Execution:** Coordinated & delivered high-impact projects. Oversaw key project operations, reported project status & progress and tracked issues. Scheduled requirements review meetings and worked towards sign-offs from the Lead Team.
- Requirement Analysis:** Organized JAD sessions with Lead Team, SMEs, Project team, Scrum Master, and end-user. Analyzed business requirements and wrote User Stories & Use Cases for further project execution.
- Technical Support:** Created work items in TFS with the finalized requirements, and assigned resources for each task. Wrote SQL queries to extract data. Used SharePoint site as a power user to create project items on SharePoint 2013
- Testing & Troubleshooting:** Validated the Test cases with frozen requirements and performed UAT, and worked towards getting approvals from LT for deployment
- Quality Assurance:** Assigned and followed up on TQA approvals. Scheduled TQA Review meetings for the qualified pre-sales Opportunities and new Projects

Achievements: Extracted data needed by Stakeholders using SQL queries which reduced the response time by 50%

HR Project Consultant
VBus Group, Bangalore, India
 Jun 2017 - Dec 2017

- Understood Stakeholder's requirements and communicated to the vendor to prepare the survey questionnaire.
- Assisted the project team and Stakeholders with D&I Project activities; Scheduled key

 RESUMOD

RESUME OF BUSINESS ANALYST & PROJECT COORDINATOR

Page 2 of Ruchi's Resume

Stakeholder interviews for their insights on D&I at Volvo

- Facilitated 4 Focus Group Discussion sessions with 200 employees

Achievements: Negotiated with vendor and reduced the project cost by 14% and the cost of FGDs by 40%

Career Break
Professional Enhancements + Maternity + Child Care
 Jun 2015 - May 2017

- Attended webinars on Business Analysis from Laura Brandenburg
- Attended Requirements Writing Course from University of New South Wales(UNSW) on Coursera

Technical Recruiter iCST
South Portland, USA
 Mar 2012 - Dec 2012

Career Break
 Nov 2007 - Apr 2012

IT Recruiter
Indiana IT Services Pvt Ltd, Hyderabad
 Jun 2007 - Oct 2007

HR Executive
Accenture Solutions, Hyderabad
 Oct 2005 - May 2007

EDUCATION

PGD PM/IR
Annamalai University
 2006

Kakatiya University
MBA
 2005

BCA
Kakatiya University
 2003

TECHNICAL

MS Office: Word, Excel (Charts and Pivot table), PowerPoint, Project | Visio | TFS | SharePoint Power User | SQL | UML | Access knowledge

TRAINING/ COURSES

SQL for Data Science
University of California

IT Project Management
ISB

Certified in Requirements Writing
UNSW, Australia

THAT'S IT!

We hope you liked this e-Book and we hope it helps you build a strong and powerful resume 😊

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