
NAMITHA NIRANJAN



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CAREER OBJECTIVE

Self-motivated HR professional with hands-on experience in recruitment coordination, onboarding, and employee file management. Seeking to leverage my skills in a dynamic HR team to support daily operations and contribute to a positive employee experience while continuing to grow professionally in human resources.

KEY SKILLS

- Onboarding & Orientation Support
- Professional Email & Phone Etiquette
- Team building and management
- Recruitment Coordination (e.g., scheduling interviews)
- Hard working and result oriented
- Confident & Articulate
- Good Verbal and Written communication & presentation skills
- Multitasking & Time Management
- Microsoft Office Suite & Google Workspace
- Meeting & Calendar Coordination
- Strong self-commitment towards achieving highest quality of work
- Proficiency in MS office application
- Basic Report Preparation
- Critical thinking & problem solving skills

EDUCATION

- Master's in Business Administration (MBA) in HR from Indira Gandhi Open University in (Jan 2022 – Dec 2023) .
 - B. Tech in Electronics & Communications from Jawaharlal College of Engineering & Technology (2016 – 2020).
 - Senior Secondary schooling from Sree Maharshi Vidyalaya
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PROFESSIONAL EXPERIENCE

➤ Human Resources Assistant (June 2024 - Feb 2025)

Hexaware Technologies , Chennai , India

- Supported recruitment processes by posting job ads, scheduling interviews, and coordinating communication between candidates and hiring managers.
- Scheduled and organized training sessions, workshops, and e-learning courses in collaboration with department leads
- Gathered feedback from training sessions and contributed to continuous improvement of materials and delivery methods
- Assist with coordinating training sessions, team meetings, or staff events.
- Track attendance, leave requests, and time-off balances.
- Assist with compliance audits and internal reporting.
- Prepare agendas, MOM, and follow up on action items.
- Maintained accurate and confidential employee records in both digital and physical formats

➤ Customer Service Associate (June 2023 – June 2024)

Hexaware Technologies , Chennai , India

- Listening to customers' concerns and handling complaints and giving detailed explanations of services or products.
- Communicating with customers in-person, over the phone or via email, filling out forms after each interaction to determine frequent customer feedback and participating in meetings with the customer service team to develop new strategies.
- Monitoring customer satisfaction levels .

➤ L1 Alert Monitoring & SOC Analyst (June 2021 – June 2023)

Hexaware Technologies , Chennai , India

- We normally capture the incident , record the incident in tool of required mostly in service now , validate the incident to verify whether it's false positive or false negative and then take a proper action based on the validation output.
 - SOC Analysts are like Cyber Security Analysts who are among the first in an organization to respond to cyber-attacks.
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- **Monitoring:** Continuously reviewing security alerts and logs from various sources like firewalls and intrusion detection systems.
 - **Incident Triage:** Assessing and prioritizing security incidents based on severity and potential impact.
 - **Basic Analysis:** Performing initial investigations to identify and classify potential threats.
 - **Escalation:** Forwarding complex issues or suspicious activities to higher-level analysts (L2 or L3) for further investigation.
 - **Reporting:** Documenting incidents and actions taken, maintaining detailed records for future reference.
 - **Handling all sorts of escalations and making sure that they are resolved within a given timeframe as part of customer satisfactions.**

LANGUAGE PROFICIENCY

- English
- Hindi
- Malayalam

PERSONAL DETAILS

- **Date of birth** : 13th Dec 1998
- **Gender** : Female
- **Nationality** : Indian
- **Visa Status** : Residence Visa

Declaration

I hereby declare that all the above-mentioned information is true and correct to the best of my knowledge and understanding.
