

Heena Lakhanpal

Recruitment Lead

South Delhi, Delhi, Delhi

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Results-driven Recruitment Specialist with over 15 years of experience in IT and Finance talent acquisition, adept at leading full-cycle recruitment processes to identify, attract, and secure top-tier professionals. Proven expertise in developing strategic sourcing strategies, leveraging diverse talent pipelines, and utilizing cutting-edge recruitment technologies. Highly skilled in building strong relationships with stakeholders, understanding complex hiring needs, and delivering high-quality candidates for specialized and senior-level positions. Known for consistently reducing time-to-hire, optimizing recruitment operations, and enhancing the candidate experience.

Personal Details

Date of Birth: 1983-01-03

Eligible to work in: India

Highest Career Level: 15+ years experience

Industry: Call Center, Customer Service, Education & Instruction, Human Resources, IT Operations & Helpdesk

Total years of experience: 17

Work Experience

Account Manager (UIPATH)

Xencia Technology Solutions Pvt Ltd (Consultant)

May 2025 till May 2026

- Managed end-to-end allocation and deployment of resources for UiPath account across multiple projects and business units.
- Oversaw resource utilization, bench management, workforce planning, and timely fulfillment of client staffing requirements.
- Monitored and ensured accurate submission/approval of employee timesheets, leave records, and billing compliance.
- Acted as the primary point of contact for employee grievances, resolving concerns related to operations, payroll coordination, onboarding, exits, and workplace issues.
- Maintained strong client relationships through regular communication, issue resolution, and delivery governance.
- Coordinated with internal stakeholders including HR, finance, payroll, and delivery teams to ensure smooth resource operations.
- Managed onboarding, SAP ID creation, documentation, and transition processes for new hires and replacements.

Sr Manager Talent Acquisition (Enterprise)

Great Learning India Pvt Ltd-India

Full-time

August 2023 to September 2024 • Full-time

- Managed the end-to-end recruitment process for technical faculty positions, including roles in engineering, data analytics, and information technology
- Collaborated with academic department heads to understand staffing needs, develop job descriptions, and create strategic hiring plans.
- Sourced and engaged high-caliber academic professionals through targeted outreach on platforms such as LinkedIn, academic job boards, research publications, and professional conferences.
- Evaluated candidates' academic credentials, research publications, and teaching experience to ensure alignment with institutional standards and program requirements.
- Organized and coordinated faculty interview panels, including presentations, teaching demonstrations, and technical assessments.
- Facilitated a seamless hiring process, managing candidate communication, interview logistics, and contract negotiations while maintaining a positive candidate experience.

Key Achievements:

- Successfully hired high-quality technical faculty members, contributing to the growth and accreditation of new academic programs.
- Reduced time-to-hire by streamlining the screening and interview process for technical academic positions.
- Developed and implemented a faculty referral program that increased the pool of qualified candidates, leading to more successful placements.
- Enhanced diversity and inclusion in faculty hiring by designing outreach strategies targeted at underrepresented groups in STEM fields.

Skills & Competencies:

- Academic Recruitment Expertise: Deep understanding of faculty hiring requirements, including research and teaching credentials.
- Technical Screening Proficiency: Skilled at evaluating candidates' subject matter expertise and pedagogical abilities through comprehensive assessment techniques.
- Collaboration with Academic Leadership: Experience working with deans, department chairs, and faculty committees to align recruitment efforts with academic goals.
- Candidate Engagement & Relationship Building: Established strong relationships with candidates, providing a personalized recruitment experience and effectively managing negotiations.
- Knowledge of Higher Education Regulations: Familiar with accreditation standards and compliance requirements related to academic hiring.

Tools & Technologies:

- Applicant Tracking Systems (ATS): Proficient in using systems like PeopleAdmin, Interfolio, or Workday for managing faculty recruitment processes.
- Academic Databases & Networks: Experienced in leveraging resources like Google Scholar, ResearchGate, and professional academic associations to identify and attract top talent.

Manager - Talent Acquisition

Hero Vired-Delhi, Delhi

Full-time

August 2022 to August 2023 • Full-time

- Managed the full-cycle recruitment process, including job posting, candidate sourcing, interviewing, and onboarding for a range of roles in IT ,FMCG,Leadership
- Developed and maintained relationships with hiring managers to understand their staffing needs and provide strategic hiring solutions.
- Utilized various recruitment methods, including job boards, social media, employee referrals, and direct sourcing, to identify and attract top talent.
- Screened and evaluated candidates based on job requirements and cultural fit, conducting initial interviews and coordinating technical assessments.
- Created and maintained a strong candidate pipeline for current and future hiring needs, reducing time-to-hire and cost-per-hire metrics.

Key Achievements:

- Improved the candidate experience by streamlining the interview and feedback process.

- Led the implementation of an Applicant Tracking System (ATS), optimizing recruitment workflows and enhancing reporting capabilities.

Skills Highlight:

- **Talent Sourcing & Acquisition:** Proficient in leveraging platforms like LinkedIn Recruiter, Indeed, and internal databases to attract diverse talent.
- **Interviewing & Assessment:** Skilled in behavioral and competency-based interviewing techniques.
- **Data-Driven Recruiting:** Experience in using metrics to evaluate and improve recruitment processes.
- **Relationship Management:** Strong interpersonal skills, building trust with candidates and collaborating effectively with hiring managers.
- **Recruitment Marketing:** Familiarity with employer branding strategies to attract passive candidates.

Community Manager (Data Science)

Great Learning India Pvt Ltd-Gurgaon

Full-time

June 2021 to August 2022 • Full-time

- Managed the end-to-end recruitment process for technical faculty positions, including roles in engineering, data analytics, and information technology
- Collaborated with academic department heads to understand staffing needs, develop job descriptions, and create strategic hiring plans.
- Sourced and engaged high-caliber academic professionals through targeted outreach on platforms such as LinkedIn, academic job boards, research publications, and professional conferences.

Business Development Manager

Dezire Technologies MSC Sdn Bhd-Malaysia & Singapore-Kuala Lumpur

Full-time

April 2017 to December 2020 • Full-time

Business Development

Business Development Manager

Nityo Infotech-Singapore

Full-time

January 2013 to December 2013 • Full-time

Client relationship

Business Development

Talent Acquisition Manager

Genpact LLC-India

Full-time

April 2012 to January 2013 • Full-time

Designation: Human Resource (Employee Relations)/Operations-

Department: Human Resource Recruitment Partner

Department: Account Manager - (Jan 08 - Jan 09)

Keane Worldzen India

September2006-January2008

Department: Health Care

Designation: Senior Associate Operations

Sr Customer Care Officer

Convergys's India Pvt Ltd

August 2003 to August 2003

Education

Bachelors degree (B. A)

Delhi University

Skills / IT Skills

- Relationship building with candidates and stakeholders
- leadership hiring
- Recruitment Skills:
- Familiarity with HR metrics and analytics tools
- Vendor management
- Data-driven decision-making
- Strong communication and negotiation skills
- Ability to evaluate candidate fit through assessments and reference checks Industry Knowledge:
- Experience with ATS (Applicant Tracking Systems) such as Greenhouse and Workday Interpersonal Skills:
- Sourcing and screening candidates
- Negotiation
- Team collaboration and conflict resolution
- Recruiting