

**INTERNSHIP REPORT
COMPUNNEL**

**SUBMITTED TO
DEPARTMENT OF MANAGEMENT STUDIES
(MBA-INTEGRATED)
GOA BUSINESS SCHOOL
IN PARTIAL FULFILMENT FOR THE AWARD OF THE DEGREE OF
MASTER OF BUSINESS ADMINISTRATION
(INTEGRATED: HOSPITALITY, TRAVEL AND TOURISM)
BY**

**Misbah Noah Shaikh
1826
AUGUST 2023**





www.compunnel.com

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6/10/2022
Ref : CS/JOL/22/552

Misbah N Shaikh
D/O Fakhruddin Shaikh, # 142/D, Gaokarwado, Panchayat Carca, North Goa
Goa - 403108

Subject: Offer of Employment

Dear Misbah,

Congratulations! This is regarding your application and basis the subsequent discussions; we are pleased to offer you an opportunity with Compunnel. You will be part of a fast-paced and dedicated global team that works to provide outstanding client service delivery. We feel confident that you will contribute your skills and experience to the growth of our organization.

Designation	: Recruiter
Annual CTC	: ₹ 300,000
Date of Joining	: 20 June 2022
Business Unit	: Compunnel Staffing
Job Location	: Goa
Shift Timing	: From 07:00 PM to 04:00 AM

The above offer is subject to verification of the **certificates & testimonials**, which must be submitted is listed below:

- 5 Passport Size Photographs.
- Age Proof (PAN Card and Aadhaar Card)
- UAN Number of Previous Employer (if applicable)
- Address Proof (Driving License, Voter ID Card, Passport, etc.)
- Past Employment Proof (Resignation Acceptance, Experience Letter, Payslips & Form 16, or Salary Certificate)
- Education Certificates (Certificate of Grade 10 & 12, Graduation, Post-Graduation, or any other qualification)
- Covid Vaccination Certificates of both Doses.

A detailed appointment letter will be presented and signed by you and the company at the time of joining.

Your initial job location could be Work from Home, but you may have to work from office as per business requirement.

The HR Team will initiate your background verification once you accept this offer and resign from your current organization. We reserve the right to terminate your offer or employment if the results of your background investigation (educational credentials, employment history, and professional reference checks) are deceptive.

This offer letter is valid for a maximum of 2 days from the date of issuance, failing which this offer will stand forfeited.

Kindly sign and return the duplicate copy of this letter as your acceptance.

We look forward to a long and fruitful association with you.

For **Compunnel Technology India Pvt. Ltd.**

Sonal Arora
Vice President – Human Resources

Candidate Signature:
Date:

Annexure (Salary Break up)

Salary Components	Per Month (₹)	Per Annum (₹)
Monthly Components (A)		
Basic	12,500	150,000
House Rent Allowance	6,250	75,000
Special Allowance	3,524	42,288
Employee Reimbursements	-	0
Total Monthly Gross Salary:	22,274	267,288
Annual Benefits (B)		
Provident Fund		18,000
Group Health Insurance		3,000
Gratuity		7,212
Employer's Contribution to Employee Welfare Fund		4,500
Total Annual Benefits:		32,712
Variable Pay / Performance Bonus (C)		-
Gross Annual Cost to Company (A) + (B) + (C)		300,000
Net Take Home	20,774	-

Note:

- PF, ESIC, Gratuity, Bonus and TDS are applicable as per respective acts.
- All Payments, like Salary, Perquisites, Reimbursements, Incentives, Bonuses and Commissions are all subject to the Provisions of Tax Laws.
- Employee Reimbursements are paid against the bills submitted each month and the payout is on 15 of subsequent month.
- Employee Welfare Fund is 3% of the Basic or maximum of INR 2000 is contributed by the employer for various engagement activities carried out during employees' tenure with the company. The employer is not liable to pay or encash the amount to the employee during employment or at the time of separation.

Terms and Conditions

1. Summary of your **job responsibilities** will be end to end recruitment for IT Division, Sourcing, Screening, scheduling interviews against the assigned positions.
2. You will be on Probation for a period of **6 months** from the start date of employment. During or on completion of the probation period, if the management is unsatisfied with your work and conduct, your services shall be liable to termination, with or without notice.
3. You will be required to work a minimum **9 hours, per day** (including breaks) on the designated working days.
4. You are eligible for an **Annual Salary Appraisal** depending on your date of joining as on 30 September. Salary revision is based on the performance evaluation done by your managers and management.
5. Training includes **mandatory sessions for 2-5 days** in the first week of joining depending on your profile & experience. No paid leaves will be granted and in case of no-call-no-show, there shall be no payment for the entire training duration. In the case of absenteeism from mandatory training days due to any unforeseen situation then the training will be extended as per the plan shared by the training manager.
6. You may be eligible for an **incentive or commission plan** depending on your role and the performance contribution made to the organization.
7. For Working at Home, you are required to have **stable highspeed Internet (Broadband) connectivity** 50 Mbps or more (mandatory). Usage of Mobile hotspot or Internet dongle for official work is strictly prohibited. Any deviation from this may call for disciplinary actions up to including separation from organization.

For **Compunnel Technology India Pvt. Ltd.**


Sonal Arora
Vice President – Human Resources

Accepted and agreed.

Candidate Name:

Candidate Sign:

Date:





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August 03, 2023

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. Misbah N Shaikh (Employee Code – 16528) is currently employed with us. Her date of joining as per the record is June 20, 2022, and is currently designated as Recruiter.

This certificate is issued upon request for academic or employment purposes and is accurate to the best of our knowledge.

This letter is issued to certify that we have no objection to her further studies.

For Compunnel Technology India Pvt. Ltd.

A handwritten signature in blue ink that reads 'Sonal Arora'.

Sonal Arora
VP – Human Resources

Achievement:

Acknowledgement

I would like to sincerely thank Compunnel for providing me with the opportunity to work as an US recruiter on our team for over one year. This experience has been tremendously valuable in developing my professional skills and preparing me for a career. I am grateful to my manager, Rajneet Singh, for providing excellent guidance and sharing deep insights throughout the experience.

I would also like to express my appreciation to the entire team at Compunnel for welcoming me and taking the time to train me in important skills and processes. In particular, I would like to recognize Milind Naik (VP), Jovy Dais (Senior Director) who mentored me on projects that formed critical learning experiences.

During my employment, I gained valuable hands-on experience in Recruitment. The opportunity to contribute directly to company initiatives and learn within a real business environment has accelerated my professional development.

The completion of this report was only possible due to the support provided by Rajneet and my team at Compunnel. I sincerely appreciate the knowledge and experience I have gained through this program. It has enriched my skills in screening and will enable me to contribute meaningful value in future roles.

I am thankful to be a part of the Compunnel's team. It was a privilege to learn from such talented professionals. I believe the skills and insights gained during my time here will be tremendously helpful in advancing my career.

I would finally like to thank Goa Business School, Goa University for providing me with the opportunity to work for Compunnel Inc. and write this report.

In particular, I would like to recognize KGS Sir and the rest of the university staff for their support in coordinating and providing guidance throughout the experience. Their assistance was invaluable.

The completion of this report was made possible due to the work opportunity facilitated by Goa university. Writing this report allowed me to reflect on and synthesize the new skills and knowledge I gained during my time at Compunnel.

I also want to acknowledge and thank the entire team at Compunnel for their warm welcome, collaboration, and willingness to share their knowledge and experiences. Their support and assistance made my internship experience more enriching and fulfilling.

Furthermore, I would like to express my gratitude to the esteemed faculty members and administrative staff at IMBA Goa Business School, Goa University. Prof. K.G. Shankaranarayanan, Dr. Albino Thomson, Mr. Kevin D'souza, Dr. Poonam Sadekar, Ms. Sujal Naik, Mr. Sadanand Gaonkar, and Dr. Paresh Lingadkar have all played a crucial role in imparting knowledge and skills that have been instrumental in my professional development.

I also extend my thanks to the administrative staff, including Ms. Shilpa Shirodkar, Mr. Kishor Nagvekar, Mr. Naresh Salgaonkar, and Mr. Sarvesh Vaigankar, for their contributions to my academic journey.

EXECUTIVE SUMMARY

The knowledge and insights I gained were plentiful.

Specifically,

- Built an extensive network of hiring manager relationships across, leveraging these connections to support talent acquisition targets and provide management insights on client expectations.
- Developed comprehensive recruitment strategies for roles across, leveraging social media, job boards, events, employee referrals, and other creative pipelines to source qualified candidates.
- Demonstrated exceptional communication and interviewing skills in screening candidates, assessing their technical and soft skills, and ensuring an excellent candidate experience throughout the process.
- Managed end-to-end recruitment workflows with high attention to detail, from coordination of interviews to preparing offer letters, negotiating salaries, and supporting smooth onboarding.
- Played an influential role in recruitment team strategy discussions, providing insightful perspectives on strengthening sourcing, selection, and hiring manager satisfaction.
- Built a strong reputation among candidates and hiring managers for professionalism, responsiveness, and depth of recruitment expertise.

I have found the work environment at Compunnel to be exceptionally healthy and supportive over the past year. Compunnel focuses on fostering a collaborative, engaging, and productive workplace culture across all levels.

Specifically, Compunnel promotes:

- Open communication between team members. Managers have an open door policy and encourage open discussions to align on goals and solve problems.
- Work-life balance through flexible work hours and generous time-off policies. Employees are given flexibility to manage their schedules and recharge.
- Employee growth through training programs, mentorships, and transparent career development paths. There are many opportunities for continuous learning and advancement.
- Diversity and inclusion initiatives such as education seminars, employee resource groups, and recruiting from diverse channels. All employees are made to feel welcomed and valued.
- Employee wellness through gym subsidies, healthy office snacks, and mental health support. Compunnel cares about employees' physical and mental wellbeing.
- Team bonding events such as off-sites, happy hours, and activity clubs. These activities build camaraderie and strong relationships between coworkers.

Overall, Compunnel's supportive environment has enabled me to thrive. I feel motivated coming to work each day knowing I'm surrounded by great coworkers and leaders who care about my personal and professional fulfillment. It's been a pleasure contributing to such a positive workplace.

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CHAPTER 1: ORGANIZATION / COMPANY

1.1 BIRDS-EYE-VIEW

At Compunnel, They pride themselves on being digital natives with deep-rooted empathy who leverage technology to maximize the impact of human expertise. For over 30 years, some of the world's leading organizations ranging from Fortune businesses to mid-market companies, have trusted our abilities to gain a competitive edge in their respective domains.

Compunnel employs over 4500 IT professionals. We work with direct clients like Fidelity Investments, State Governments, Federal Clients, Wells Fargo, etc also preferred vendors like apex, Judge, TEKsystems, etc. We are majorly into H1 transfers and immediate GC filling with an in-house legal and attorney team.

<https://www.compunnel.com/>

Industries: IT Services and IT Consulting

Company size: 501-1,000 employees

Headquarters: Plainsboro Township, New Jersey

Who Started Compunnel Inc.

Andy Gaur

CEO

Andy Gaur is the CEO and the Founder of Compunnel Inc. With his entrepreneurial drive, value-based leadership, and focused approach, Andy has evolved a successful, profitable business to continually meet the changing market and customer demands with effective technology, learning, and staffing solutions for over 30 years. His extensive IT market knowledge and expertise in business growth strategy have turned Compunnel into one of the fastest-growing software and consulting organizations, serving Fortune companies and bringing in over \$550 million in annual sales.

Andy has funded many startup information technology companies, all of which are wholly or partially owned by Compunnel, Inc. Andy holds executive/board-level positions in each of these companies. His works have been recognized with numerous industry awards, including “Enterprise Company of the Year” and “Internet Innovator”. Most recently, he was included in SIA’s Staffing 100 North America List for 2022, an elite grouping of leaders who are shaping the staffing industry with their incredible vision. Andy earned a Bachelor of Science from Rutgers University.

What does Compunnel Offer

For almost 3 decades we have successfully catered to the needs of many IT experts like you who were in one of the following situations:

1. Out of project and in need of a new project
2. On a Project which is about to end and in need of a new project.
3. On a Project which is ongoing and in need of change in employer for
 - a. Better pay (%)
 - b. Getting paid irrespective of payments from the client
 - c. Transparency (Sharing client Purchase Order)
 - d. Immediate GC processing
 - e. Location constraints
 - f. Eliminate multiple layers

Why Choose Compunnel

I highly recommend Compunnel as a top choice for job opportunities based on my extremely positive experience. Compunnel provides an ideal learning environment through:

- Hands-on Work Experience - Interns are staffed on substantive projects and given the chance to make direct contributions. I am able to deepen my skills in areas like sourcing, interviewing, and pipeline generation.
- Manager Mentorship - My manager Rajneet invested significant time guiding me, answering questions, and giving feedback to accelerate my growth. I learned so much from her expertise.
- Networking Exposure - I built connections with professionals across various departments and levels, setting me up for future opportunities. The access was incredible.
- Training Programs - Compunnel offers formal training through seminars, workshops and online modules. I expanded my recruitment knowledge tremendously.
- Professional Development - The experience improved skills like communication, multitasking, and problem-solving. I feel prepared for full-time roles.
- Friendly Culture - From my first day, colleagues were welcoming and enthusiastic about sharing insights. The vibe is casual, warm and team-oriented.

- Prestigious Brand - Interning with a well-respected industry leader like Compunnel provides great credibility early in my career.

For students interested in recruitment, staffing or human resources, Compunnel is the perfect place to learn by doing and get a jump start on your career. The investment in interns' growth is unmatched. I'm so thankful I chose Compunnel.

My Manager

I feel incredibly fortunate to be learning from and working under the mentorship of Rajneet during my time as a recruiter at Compunnel. Rajneet's dedication to developing team members and commitment to excellence made her an amazing manager.

Specifically, Rajneet:

- Provided hands-on training, walking me through every step of the recruiting process and sharing tricks of the trade. Her patience in answering all my questions was remarkable.
- Gave weekly feedback on my work, highlighting areas of strength and opportunities for growth. Her insights helped me continuously improve.
- Demonstrated ideal communication, relationship building, and leadership skills that I aspire to. Her conduct was truly exemplary.
- Pushed me to take on new challenges and bigger responsibilities before I thought I was ready. Those stretches really accelerated my confidence.
- Shared constructive criticism when warranted, but always focused on building me up rather than tearing me down.
- Checked in on my overall wellbeing, recognizing the stresses recruiters face. Her empathy and advice helped me practice self-care.
- Celebrate my successes, big and small. Rajneet's praise kept me motivated.

I credit so much of my development as a recruiter to Rajneet's mentoring style and commitment to helping me maximize my potential. She instilled discipline and excellence

while making the experience incredibly nurturing. I could not have asked for a better manager and mentor.

1.2 PRODUCTS / SERVICES

Besides recruitment, Compunnel is also into Software production

Compunnel Digital

About us

Compunnel Digital leverages a team of seasoned technologists to harness high-impact technologies and tools to tailor innovations that optimize businesses' customer experience, user experience, and internal and external processes.

Delivering cloud-first services that include cloud assessment and strategy, cloud engineering, and cloud automation besides app development, modernization, migration, and managed support, we enable organizations to discard inefficient legacy applications.

We also help them manage and gain new data insights through enterprise data consulting and management, big data, data warehouse, business intelligence, and advanced analytics solutions and improve their decision intelligence.

Leveraging different engagement models like staff augmentation, extended onshore teams, and virtual teams, we have impacted operations excellence of over 2.5 million users while delivering 1000+ modernized applications. Compunnel Digital's 4000+ strong team of technologists harnesses the Agile and DevOps combination to deliver innovative solutions to leaders across all the major industries in North America.

Specialties:

Digital Transformation Strategy, Digital Customer Experience, Information Technology, Change Management, E-Commerce, robotic process automation, digital readiness assessment, mobile application development, user experience design, business and technology architecture, application development, devops, software development, google design sprint, customer experience mapping, data analytics, microservices, Data Visualization, Power BI, and Cloud Computing

Our Leadership Team

Meet the leaders shaping our future



Andy Gaur
CEO



Rakesh Shah
President & CFO



Karthik Natarajan
Executive VP & CTO



Keith D Alter
Chief Operating Officer,
Compunnel Healthcare



Kamal Rastogi
General Counsel



Nirav V. Shah
Vice President,
Professional Services



Lalitha Reddy
Vice President, Finance &
Operations



Himanshu Kumar
Vice President, Digital
Solutions



Sam Handa
Vice President, Business
Strategy & Operations



Amit Agarwal
Vice President, Sales &
Recruiting



Anita Pathak
Vice President,
Consulting



Vinayak Rampalli
Sr. Vice President, Sales &
Recruiting



Ashish Yadav
Vice President, Sales &
Marketing



Milind Naik
Vice President, Sales &
Recruiting



Sonal Arora
Vice President, Human
Resources



1.3 Sections within the organization

1) **Recruitment:** Under this we have both IT and Non IT.

- **IT Recruitment:**

During my time at Compunnel, I was thoroughly impressed by the company's sophisticated, metrics-driven approach to IT recruitment. Here are some of my key observations:

- The IT recruitment team comprises highly experienced professionals with deep technical expertise. Many come from engineering backgrounds themselves.
- Recruiters specialize by technology area (e.g. front-end, AI/ML, cybersecurity). This enables them to build targeted networks and candidate pipelines.
- There is heavy reliance on data - metrics like time-to-fill, source of hire, and pipeline health are tracked extensively. Trends inform strategy.
- The function leverages cutting-edge AI tools for tasks like sourcing, screening, and nurturing talent pipelines. This expands reach.
- A strong employee referral program incentivizes staff to tap their networks. Many engineering hires come from referrals.

- Ongoing technical and soft skills training keeps the recruiting team up-to-date on the latest IT landscape and techniques.
- Collaboration with HR enables seamless hand-off once candidates become hires. The onboarding experience is first-rate.
- Hiring managers are closely involved throughout the process - from requirements to interviews to decision-making.
- Compunnel's reputation, projects, culture and compensation enables attracting elite technical talent globally.

Overall, it is clear that Compunnel invests heavily in its recruiting capabilities and takes a thoughtful approach to identifying, assessing, and securing top IT professionals. The function truly acts as a strategic driver of the company's success.

- **Non-IT Recruitment:**

- Work closely with hiring managers in HR, Finance, Sales, Marketing etc. to understand open role requirements
- Source candidates through job boards, LinkedIn, agencies and employee referrals
- Screen applicants via introductory calls and preliminary interviews
- Coordinate interviews and gather feedback from stakeholders
- Extend job offers to selected candidates
- Handle negotiations, paperwork, and onboarding logistics
- Build networks and nurture talent pipelines for future non-technical hiring needs

2) Sales and Marketing Department

Responsibilities of Account Managers at Compunnel:

- Assigned portfolio of external client accounts to manage
- Serve as main point of contact for clients to strengthen relationships
- Understand clients' talent needs and requirements for open roles
- Partner with recruiting team to source and submit qualified candidates
- Promote qualified candidates to clients and coordinate interviews
- Provide market salary data to inform offers that attract candidates
- Negotiate pricing and close deals for staffing services
- Continuously expand services utilized by accounts to drive revenue
- Develop account growth strategies and retention plans
- Educate clients on new offerings that fill talent gaps
- Coordinate with service delivery on onboarding and performance
- Monitor client satisfaction; address concerns impacting renewal
- Conduct quarterly business reviews to discuss service results
- Identify and develop relationships with key client decision makers
- Forecast revenue potential from accounts and track realized revenue
- Keep CRM up-to-date with account details and activity records

As trusted advisors, Account Managers are critical to driving value, satisfaction, and revenues from Compunnel's roster of external clients.

3) Payroll Department:

Payroll Manager

- Oversees the entire payroll process and team
- Ensures accurate, timely processing of bi-weekly and monthly pay runs
- Reviews pay changes and additions submitted by HR
- Manages compliance with payroll regulations and tax laws
- Liaises with HR on leave management, garnishments
- Researches and resolves any payroll errors or discrepancies

Payroll Specialists

- Collect timesheets and approve/process submitted hours
- Input bonus, commission and other special pay items
- Verify and update payroll data like salaries, benefits, taxes
- Process termination payouts including unused PTO
- Support employees with any payroll inquiries or issues

Payroll Accountant

- Audits payroll runs for accuracy before final approval
- Prepares journal entries for payroll costs recognition
- Manages payroll tax payments and government filings
- Reconciles payroll accounts and identifies any abnormalities

- Handles annual tax reporting like W-2s and 1099 Forms

Payroll Systems Administrator

- Manages payroll technology platforms and access
- Configures payroll system for new tax laws, pay codes etc.
- Provides user training on payroll software features
- Troubleshoots any system errors or bugs impacting payroll
- Runs reports from the payroll database as needed

Together this specialized team ensures accurate payroll processing, compliance and stable systems for Compunnel's global employee base.

4) HR Department:

HR Business Partners

- Consult with business leaders on talent strategies, org design, workforce planning
- Provide guidance on compensation, development, succession planning
- Advise on change management during restructures or acquisitions
- Identify top talent and emerging leaders for development programs

Talent Acquisition Team

- Partner with hiring managers and recruiters to fill open roles
- Develop and execute recruiting strategy aligned with business goals
- Manage full lifecycle recruiting from job posting to offer stage
- Analyze recruiting metrics to enhance process efficiency

Learning & Development

- Design, implement and track employee training programs
- Manage new hire onboarding curriculum and mentor pairings
- Facilitate leadership development, coaching, and mentorship
- Administer performance review process and tools

Total Rewards

- Research competitive pay and benefits to build attractive compensation packages
- Manage annual merit cycle, promotions, equity programs and incentives
- Administer health insurance, retirement plans and other employee benefits

HR Operations

- Maintain employee records in the HRIS and payroll systems
- Ensure legal/regulatory compliance related to hiring, pay, safety etc.
- Develop HR policies, employee handbook, work from home guidelines
- Manage employee relations issues, investigations and terminations

The HR organisation provides critical expertise and programming to maximise Compunnel's talent capabilities.

5) Immigration Department:

Immigration Manager

- Oversees the entire immigration function and team at Compunnel
- Ensures compliance with all visa regulations in countries of operation
- Builds relationships with external immigration lawyers and agencies
- Negotiates pricing and SLAs with immigration vendors
- Develops immigration budget and headcount plans with the business
- Identifies process improvements and automation opportunities

Immigration Coordinators

- Manage end-to-end visa application process for employees
- Verify documentation, execute visa applications, liaise with vendors
- Coordinate with employees, managers, and relocation team
- Track case status, flag any issues, provide updates to applicants
- Maintain immigration records and system data for audit readiness

Immigration Analyst

- Analyzes visa trends, costs, and other immigration metrics
- Prepares monthly reports on visa pipeline and expenditures
- Highlights areas of concern or improvement opportunities
- Researches immigration law changes impacting the organization
- Supports creation of standard operating procedures

Together this immigration team manages the visa lifecycle – from securing work authorizations to maintaining compliance during employment to visa renewals or transfers. Their expertise in immigration law and processes enables Compunnel to seamlessly hire global talent.

6) Portal support department:

Portal Support Manager

- Leads the team responsible for customer portal and ensures seamless experience
- Sets portal support priorities, resources, and workflows
- Liaises with product, engineering, and customer success on portal enhancements
- Analyzes support metrics to identify portal trouble areas

Portal Support Analysts

- Receive and document incoming client portal issues via email, chat, phone
- Troubleshoot errors and bugs preventing access or navigation
- Answer how-to questions from clients on portal features and data
- Identify whether issues require debugging from engineering
- Route complex support cases to specialized team members

Portal Training Specialist

- Creates training materials and conducts sessions on portal usage
- Documents FAQs and self-help guides for clients
- Maintains up-to-date portal documentation in knowledge base
- Provides new client orientation and onboarding to the platform

Customer Success Manager

- Serves as ongoing client single point of contact for portal inquiries
- Helps clients optimize portal utilization for their workflows
- Reviews portal security and access with client IT teams
- Facilitates clients' enhancement requests and feedback to product team

By providing excellent technical and advisory support, this team enables maximum client adoption and utilization of the Compunnel portal.

7) IT Support department:

IT Technicians

- Provide first level support for employee IT issues via phone, email, chat
- Troubleshoot problems with laptops, company software, printers etc.
- Reset passwords, configure devices, setup new hires' accounts
- Route complex issues to desktop engineering or cybersecurity teams

Desktop Support Engineers

- Handle second level support tickets escalated by helpdesk
- Perform debugging and repairs for hardware, OS, software issues
- Manage device deployment for new hires and refresh cycles
- Maintain asset inventory of all company-provided IT equipment

Systems Administrators

- Install and configure servers, networks, backups, IT infrastructure
- Monitor systems health; troubleshoot and optimize performance
- Manage user accounts and access controls across applications
- Work with vendors to maintain IT systems and business continuity

IT Asset Coordinator

- Tracks procurement, allocation, and retirement of IT assets
- Manages vendor license agreements and renewals
- Performs annual IT equipment audits and reconciliation
- Maintains IT asset records in inventory management system

Together this IT support team maintains a productive end-user computing environment, secure systems access, and maximizes reliability of technology services that Compunnel employees rely on daily.

8) Helpdesk Department:

Helpdesk Manager

- Leads the corporate helpdesk team handling employee support requests
- Ensures helpdesk coverage during business hours and escalation pathways
- Monitors ticket metrics like volume, first contact resolution rate, wait times
- Identifies opportunities to improve helpdesk processes and efficiency
- Prepares helpdesk utilization reports for IT leadership

Helpdesk Analysts

- Receive and document helpdesk requests via phone, email, chat
- Provide first-level support on issues like password resets or hardware problems
- Troubleshoot basic software, connectivity, and configuration issues
- Assign categorization and priority on tickets based on issue severity
- Route complex tickets to specialized technical teams for resolution

Helpdesk Coordinator

- Schedules helpdesk staffing rotations to ensure coverage
- Monitors queues and ensures timely response to open tickets
- Escalates stuck tickets and high priority issues requiring urgent attention
- Manages asset lifecycle of helpdesk laptops, headsets, ticketing software
- Compiles helpdesk knowledge base articles and documentation

This frontline team serves as the employee-facing contact point for all IT support needs - from minor issues to major outages. Their customer service and technical expertise is crucial for productivity and uptime across Compunnel.

9) Accounts Department

-As the Accounts department handles critical financial and reporting functions at Compunnel, I was interested to learn more about their operations during my time there.

Here are some key notes:

- The Accounts team comprises a mix of financial professionals including CPAs, CMAs, accounting graduates and bookkeepers. There is decent experience depth.
- Organizationally, Accounts rolls up under the CFO and includes sub-teams like Accounts Payable, Accounts Receivable, Payroll, Reporting and General Accounting.
- They rely heavily on ERP software to manage everything from invoices to cash flows to cost accounting. System expertise is valued.
- Much time is spent on cashflow analysis, collections, revenue recognition, and consolidation of financial data from regional offices.
- During month, quarter and year-end, the closing process seems highly intense with late nights needed to meet reporting deadlines.
- The department liaises closely with regional finance teams and IT to ensure proper system access and data accuracy.

- They provide significant reporting and analytics support to executives, business heads and auditors. Stakeholder relationships are key.
- Compliance is a big focus when it comes to internal controls, audits and financial standards. Attention to detail is critical.
- During budgeting season, Accounting works cross-functionally to gather departmental budgets and prepare consolidated plans.

Overall, Accounts seems to operate a tight ship thanks to experienced professionals, sizable investment in systems, and detailed protocols. However, the high workload also suggests potential for burnout. Additional support may be beneficial.

Collaboration between recruiters and account managers

Recruiters

- Source, screen, and interview candidates based on open client requirements
- Assess skills, experience, culture fit and present top profiles to Account Managers
- Provide interview feedback, compensation insights, and career goals intel
- Partner with Account Managers on crafting personalized messaging to engage candidates

Account Managers

- Receive candidate profiles from recruiters aligned to open client requisitions
- Review candidates' background and assess suitability for the client
- Discuss ideal positioning and value proposition with recruiters
- Reach out to qualified candidates to promote the role and client
- Address candidate questions on role, convince them to proceed with interviews

- Update recruiters regularly on outreach results and share candidate feedback

Recruiting and Account teams jointly curate and market selective candidate profiles that they determine to be a potential match for a specific client and role based on skills and priorities. Leveraging strengths of both teams results in higher engagement.

CHAPTER 2: TASKS HANDLED

In my role as a US recruiter at Compunnel, I have the following key responsibilities:

2.1 Sourcing

- Develop hiring strategies and recruiting plans for specific roles based on requirements from hiring managers
- Source qualified candidates through job boards, social media, employee referrals, and other creative channels
- Manage and nurture talent pipelines by building networks and relationships with potential candidates
- Perform market research to identify talent availability, compensation trends, and competitor moves
- Leverage job boards like LinkedIn, Monster, Dice, etc. to identify and connect with passive tech talent. Search for specific skills, experience levels, and geographic locations to build a strong pipeline.
- Develop relationships with technical recruiters at IT staffing firms to stay updated on available talent. Partner on hard-to-fill roles.
- Attend technology conferences, meetups, and networking events to connect with tech professionals directly. Prepare recruiting materials and practice recruitment pitching.
- Mine referrals from current employees in engineering roles. Encourage employees to share open roles in their network through referral bonuses.

- Identify top tech companies and startups. Reach out to their engineers directly through email and LinkedIn. Stay updated on new startups and leadership changes.
- Develop an aptitude for assessing hard skills like programming languages, frameworks, databases, DevOps tools etc. Understand how they apply to open tech roles.
- Spend time understanding roles, responsibilities, skills needed for different technology roles like front-end, back-end, full-stack, mobile etc.
- Research competitors to identify outstanding engineers who may be open to new opportunities. Tailor outreach.
- Follow tech leaders, influencers, open source contributors on social media and publications. Connect on relevant insights.
- Advertise open tech positions on niche platforms like GitHub, StackOverflow, HackerNews, TechCrunch etc.
- Optimize career site and LinkedIn page to attract passive tech candidates. Highlight culture, engineering challenges, benefits.

2.2 Screening

- Review incoming resumes/profiles and interview candidates via phone screens
- Assess candidates' skills, experience, salary expectations, and fit for the role
- Perform reference and background checks in compliance with regulations
- Review resumes and profiles of applicants for technical qualifications listed in job description. Flag promising candidates for phone screens.
- Conduct 30-60 minute phone screens asking about work experience, projects, technical proficiencies and soft skills. Take detailed notes.
- Ask probing questions to assess hard skills like "Tell me about a complex technical challenge you faced recently and how you solved it?"
- Inquire about specific skills needed for the role like "What experience do you have developing RESTful APIs in Java?"
- Discuss projects listed on resume in detail to gauge candidate's technical depth and contributions.
- Assess communication skills and culture-fit through questions like "What excites you about this role and our company?"
- Inquire about salary expectations, benefits needs, location/remote preferences early in the process.
- Ask situational questions like "How would you handle a disagreement with a team member on a technical approach?"
- Require code samples, test assignments, or technical assessments to evaluate hands-on skills. Review or coordinate reviews.
- Schedule follow-up screening calls or assessments if needed to fully evaluate technical abilities.

- Collaborate with hiring managers to determine finalists for in-person interviews based on screening results and hiring needs.

The goal is to thoroughly evaluate both hard and soft skills through resume review, probing questions, and skills assessments. This provides the necessary data to decide on in-person interview candidates.

2.3 Selection

- Coordinate schedules with hiring managers, engineers, and leadership to set up in-person interview panels. Send calendar invites.
- Brief interviewers on candidate's background and highlight key selling points. Provide interview guides with suggested questions.
- Structure the interview process including technical assessments, code reviews, culture interviews, leadership discussions etc.
- Participate in interviews to assess cultural fit. Ask questions about work style, values, career goals etc.
- Debrief with interviewers after each discussion to gather feedback. Take notes on impressions from each stakeholder.
- Consolidate feedback and recommend next steps from all interviewers in an organized format for hiring managers.
- Partner with the hiring manager to make final hire/no hire decisions based on interview performance and team input.
- For candidates progressing forward, provide details on compensation band and benefits offerings to set expectations.

- Develop closing strategy and timeline for finalist candidates. Move quickly to extend offers before losing candidates.
- Keep momentum up with declined candidates. Provide constructive feedback when requested.
- Manage counteroffers by emphasizing exciting projects, growth opportunities and benefits at your company.
- Conduct reference checks on accepted offers. Confirm start dates.
- Update applicant tracking system with offer details and provide hiring metrics to leadership.
- Plan onboarding experience. Send a welcome package. Schedule orientation meetings.

2.4 Offer Management

- Follow up with selected candidates to verbally extend job offers. Provide overview of compensation, benefits, perks.
- Confirm the candidate's excitement/interest in the role. Ask any outstanding questions on the position.
- Request their salary expectations and negotiate if needed based on pay bands and equity guidelines.
- Partner with HR to draft and send official written offer letter with full details on pay, equity, benefits.
- Explain various benefit plans - health insurance, retirement plans, vacation policy etc. and enrollment process.

- Outline next steps for accepting offer such as background checks, reference checks, and drug screening.
- Manage offer approval process including verifying I-9 documentation, work authorization, and credentials if needed.
- Guide candidate through signing offer letter electronically or via DocuSign.
- Keep in contact as background checks are completed. Provide assistance if any issues arise.
- If offer accepted, share welcome package covering date/time/location of orientation, dress code, points of contact etc.
- Enter employment details into HRIS/ATS. Notify team members of new hire start date. Add to onboarding schedule.
- If offer declined, follow up with candidate on reasons for rejection. Seek feedback on process.
- Update leadership on offer acceptance/rejection rates and recommended changes to attract top talent.
- Conduct post-hire surveys and stay in contact as new hire onboarding begins. Offer support.
- Analyze metrics like offer-acceptance ratio to identify areas of improvement in recruiting and offer process.

The focus is guiding the candidate through offer approval, paperwork, and final acceptance – setting them up for a positive onboarding.

2.5 Relationship Management

Candidates:

- Maintain active nurture campaigns via email and LinkedIn to keep qualified talent warm for future roles.
- Develop authentic connections with candidates. Share industry news and insights.
- Treat every candidate with respect throughout the interview process. Provide feedback when requested.
- Advocate for special candidate accommodations if needed during interviews. Offer support.
- Conduct post-interview surveys to improve candidate experience. Monitor online review sites.
- Continue relationships post-hire. Check in during onboarding. Celebrate work anniversaries.

CHAPTER 3: LEARNING

Over my time as an IT recruiter at Compunnel, I have gained valuable insights and experiences across core aspects of the tech recruitment process including sourcing, screening, selection, offer management, and relationship building. Each area has contributed to my professional growth.

- **3.1 Sourcing**

Sourcing tech talent requires creativity, technical understanding, and networking skills. I've learned how to leverage diverse channels from job boards to conferences to identify both active and passive candidates with the right competencies. I can now quickly assess technical profiles and have built relationships with engineering leaders across top companies.

- **3.2 Screening**

Screening Candidates via interviews, assessments, and reference checks has sharpened my ability to probe technical abilities and evaluate cultural fit. I've improved at asking probing questions while keeping candidates engaged. I can better determine who will succeed in our roles.

- **3.3 Managing the selection process**

Managing the selection process has taught me how to systematically gather comprehensive feedback from stakeholders and close offers with top talent before competitors. I've become adept at consolidating insights from interviewers and driving decisive outcomes.

- **3.4 Offer management**

In offer management, I've learned to negotiate win-win offers, get approvals secured, and support a positive onboarding -- setting new hires up for success. Attention to these details is critical.

- **3.5 Building partnerships**

Building partnerships with managers, candidates, and executives has allowed me to provide strategic value as a recruitment advisor. I prioritize trust, transparency, and insights to strengthen these relationships long-term.

Overall, I feel well-equipped to take on senior recruiting roles thanks to the diverse experiences and mentorship gained at Compunnel. I look forward to continuing to evolve my recruitment skills and delivering significant talent acquisition contributions in future roles.

CHAPTER 4: CHALLENGES

During my internship, I faced some challenges that provided valuable learning experiences:

With the economy struggling and fears of a recession growing, these past few months have been uniquely challenging for IT recruitment. Attracting and retaining top tech talent has become more difficult in the face of hiring freezes, attrition, and candidate hesitancy.

4.1 Stiff Competition

- The race for high-quality engineering candidates is intense. We compete against top technology brands with great reputations and compensation packages. Standing out is difficult.

4.2 Constant Pressure

- Hiring managers rely on me to fill urgent open roles. I juggle competing priorities and tight deadlines daily. The pressure for results is immense.

4.3 Mapping Candidate Fit

- Evaluating aspects like technical competencies, culture fit, and long-term potential can be tricky. One mis-hire is detrimental. I'm cautious in assessments.

4.4 Limited Candidate Time

- Engineers are busy and recruited relentlessly. It's hard getting their full attention and keeping them engaged throughout the hiring process.

4.5 Proving Recruiter Value

- I must continually demonstrate value to candidates, hiring managers, and executives through metrics, market insights, and impactful recruiting strategies.

4.6 Staying Updated

- The tech landscape evolves rapidly. I put in extra effort staying on top of new skills, roles, companies, and industry trends to recruit effectively.

4.7 No Control over Offers

- After all the sourcing and screening efforts, I have no control over the final offers extended to candidates. Unfair deals risk great hires.

4.8 Bias Mitigation

- Unconscious bias can creep into hiring decisions. I proactively highlight diverse, qualified candidates and advocate for fair assessments.

4.9 Burnout Risk

- The high demands lead to mental and emotional fatigue over time. I remind myself to recharge and tap colleagues for support when needed.

Challenges faced due to the current economic situation

Sourcing Passive Candidates

- With layoffs at tech companies, many skilled engineers are entering the market but may not actively job search yet. This requires creative sourcing techniques to identify and engage passive candidates. However, outreach must be sensitive to possible job loss.

Maintaining Candidate Interest

- Candidates are being more selective and delaying job change decisions in uncertain times. Keeping them warm on opportunities requires extensive nurturing and constant value-add to our relationship.

Conveying Job Security

- Candidates ask more probing questions on our financial health and growth projections during interviews. I emphasize our stability, key differentiators, and future outlook.

Managing Hiring Freezes

- Leadership has instituted selective hiring freezes for non-critical roles. This requires shifting focus to most urgent positions only. Timelines keep changing.

Adapting Offer Strategies

- To secure candidates, I've had to tailor offers addressing their needs around job security, flexibility, and support. Win-win solutions are key.

Providing Leadership Updates

- I prepare regular briefings for leadership on our tightened talent pool, attenuated pipelines, and recruiting KPI impacts. Transparency is critical.

Avoiding Burnout

- The constant change coupled with pressure to deliver makes burnout and exhaustion risks. I'm focused on self-care and tapping my team for support.

Though times are uncertain, I'm embracing this chance to evolve our recruiting playbook, demonstrate strategic value, and prepare for the upswing. With resilience and empathy, I'm confident we'll overcome the current challenges.

Summary

My Responsibilities

Provides a comprehensive overview of the typical responsibilities carried out in my role as an IT recruiter including:

- Sourcing - networking, leveraging job boards, mining referrals to build talent pipelines
- Screening - conducting interviews and assessments to evaluate technical and cultural fit
- Selection - managing the interview process, consolidating feedback, extending offers
- Offer Management - salary negotiation, onboarding paperwork and preparation
- Relationship Building - partnering with stakeholders, providing insights and recruitment strategy perspective

Key Learnings

Details the core lessons learned from my hands-on experiences recruiting technical talent:


- Developing creative sourcing strategies and networking abilities
- Sharpening screening skills through technical interviewing and evaluation
- Systematically managing selection activities like feedback gathering and offer extension
- Mastering offer negotiation, approval, and onboarding setup
- Building trusted advisor relationships with both hiring managers and candidates


APPENDIX

★ My Team



★ Birthday wish






It's Your Hap-Hap-Happy B'Day!

May you have all the joy your heart can hold, all the smiles a day can bring, all the blessings a life can unfold, may you get the world's best in everything.

In a nutshell: May the Genie be there for you.
Wishing you a very **Happy Cake Day** Missah!

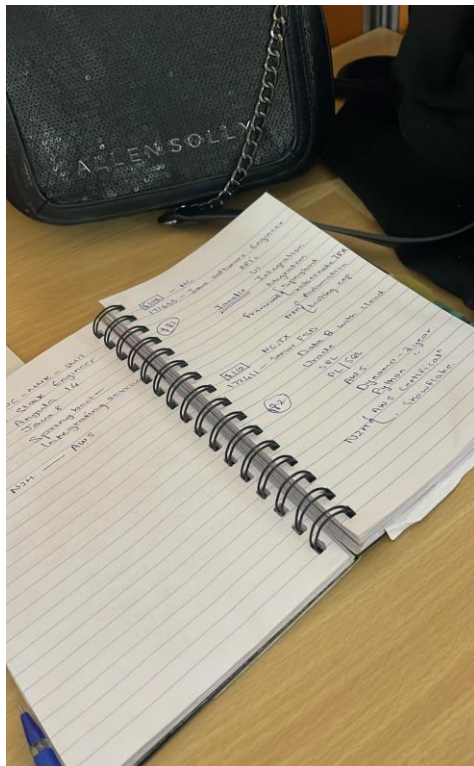
Here we sing for you! 

Best Regards,
Team HR

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★ Random things at work





★ Skill Test

