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Summary:

I hold a Post Graduate Diploma in Management with a specialization in HR and Operations Management from IMT Nagpur. My experience spans market research, sales enablement, and strategic account management, where I've developed key skills that are highly transferable to HR, such as strategic planning, data analysis, stakeholder engagement, and process optimization. I am passionate about helping organizations build a strong, inclusive workforce and improve employee engagement, development, and retention strategies. I am actively seeking opportunities to transition into a Human Resources role where I can contribute to talent management, organizational development, and workforce strategy.

Experience:

Senior Market Research Analyst - Strategic Accounts

CEIPAL CORP

May 2024 - Present

- Engaged with potential clients to understand their challenges, leading to a 25% improvement in lead to qualified lead conversion scores and strengthening stakeholder management and communication skills.
- Developed and refined account-based personas, increasing targeted marketing efficiency by 30% through data-driven decision-making.
- Collaborated cross-functionally with 4+ departments, successfully driving projects that improved efficiency.

Senior Enablement Specialist – Enterprise Accounts

CEIPAL CORP

May 2023 – Apr 2024

- Streamlined sales processes, reducing turnaround time by 20% and enhancing team productivity by 10%.
- Developed a strong understanding of the employee lifecycle, directly contributing to a 15% improvement in retention rates through optimized onboarding and engagement strategies.
- Implemented automation platform, Octopus, to help our sales team with reach outs.
- Supported enterprise-level solutions for 10+ accounts, valued at \$25000 MRR, enabling a faster submission of filled RFIs, RFPs and SLAs.

OD Project Intern (Organizational Development)

GLOBAL TALENT COMPANY

Nov 2022 – Jan 2023

- Worked on an RFP response for UNICEF, gaining experience in handling large-scale organizational initiatives. This gave me insight into the structural and operational challenges of managing talent across regions, a valuable experience for HR roles focused on global workforce management.

HR Project Intern

Haier

Aug 2022 - Sep 2022

- Worked on the implementation of D&I strategies, focusing on attracting diverse talent to remote locations, providing hands-on experience in TA and HR policy development.

HR Project Intern

ABC Consultants

Aug 2022 - Sep 2022

- Conducted primary and secondary research on Employee Value Proposition (EVP) in recruitment, which solidified my understanding of how EVP impacts employer branding and talent attraction.

HR Intern

SEMS Welfare Foundation

Jan 2022 - May 2022

- Screened and interviewed over 50 candidates, achieving a 54% selection accuracy rate and effectively managing recruitment and talent databases.
- Onboarded 30+ selected interns, reducing onboarding time by 25% and ensuring smooth operational integration.
- Co-designed the new offer letter and
- Built a candidate pipeline that maintained a 100% internship fill rate from February to May.

Sales and Service Consultant

Etech Global Services

Dec 2017 – Apr 2019

- Enhanced the after-sales service experience, reducing service complaint resolution time by 20% and increasing customer loyalty scores by 15%. Bagged the 1st runner's up award for highest renewals in a quarter.
- Consistently achieved sales targets of \$2000 MRR for 8 straight months.
- Managed grievances for 100+ customers daily with a 90% resolution satisfaction rate, demonstrating empathy and professionalism.

Education:

Institute of Management Technology, Nagpur

Postgraduate Degree in Management (HR & Operations)

2021 – 2023

- Specialized in HR with extensive training in Organizational Behaviour, Compensation & Benefits, Labour Laws, Talent Acquisition, and Organization Development.
- Led operations for the Mess Committee, showcasing organizational and leadership skills.

KIIT - Kalinga Institute of Industrial Technology

Bachelor of Technology - BTech, Mechanical Engineering

2014 – 2018

- Member of the Musical Society of the institute
- Worked on the development of an electric bike, a prototype of which was demonstrated at the SAEINDIA's mobility conference

Certifications:

- **Performance Appraisal** – Harvard Business Publishing
- **Retaining Employees** – Harvard Business Publishing
- **Leading People** – Harvard Business Publishing
- **Change Management** – Harvard Business Publishing
- **Lean Six Sigma Green Belt** – Udemy
- **Microsoft Excel 2013 Certification** – Udemy

Skills:

- Talent Acquisition
- Employee Lifecycle Management
- Organizational Development
- Diversity & Inclusion Strategies
- Recruitment and Onboarding
- HR Analytics
- Workforce Planning
- Team Management
- Data Analysis
- Lean Six Sigma
- HRIS (Human Resource Information Systems)
- Applicant Tracking Systems (ATS)
- Microsoft Excel
- SPSS
- HubSpot Analytics
- Graphical Reports