

Nikhitha Maddha

CONTACT

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OBJECTIVE

To associate and become a part of the organization where extensive interest in enhancing and developing the attained knowledge and skills are utilized.

QUALIFICATIONS

- M.Sc Psychology.
- B.A Psychology, English Literature and Journalism

EDUCATION

Master of Sciences

September 2012 — June 2014

University of Bangalore; Bangalore
Psychology (Organizational Behavior)
68%

Bachelor of Arts

June 2009 — April 2012

Loyola academy; Hyderabad
Psychology, English Literature and Journalism
74%

Biology, Physics & Chemistry

June 2007 — March 2009

Maris Stella college; Vijayawada
76%

Secondary School

June 1997 — April 2007

St Francis De-sales
81%

ACADEMIC PROJECTS

- A co-relational study on Attribution and Locus of control among teenagers
- The role of context on the judgment of facial expressions among young adults
- Work place well-being and quality of work life among private sector employees.

SKILLS

- Translation/ Proof reading
- Client coordination
- Project management
- Talent acquisition/Recruitment
- Training & Feedback
- Employee relations
- Personnel management
- Performance management
- Counselling
- Team management

- MS office

**Deluxe Entertainment Services
India Pvt Ltd.****September 2015 — August 2018**

Client services coordinator

Role: Account Coordinator (Client coordination & Project management)

The role as an Account Coordinator was vital to the order management department & project coordination, which involved in providing day-to-day support to client & internal production teams. Most of the focus entitled was, 80% on fulfilling the customer's orders and 20% with administrative tasks. The main responsibility being to work with operations (production) to ensure the customers' orders are fulfilled within acceptable OTD (on time delivery) and defect free. The external communication include working with the studios and other content customers, receiving purchase orders and interpreting them, creating work orders to initiate work, researching assets and tracking assets, and initiating the process by assigning to the respective teams.

Role: Resources and Training Specialist

A multi-tasking job which involved both the tasks of recruitment and training with equal potential.

As a Recruiter-

- Was responsible for end to end recruitment processes.
- Created content for the job description and posted on various job boards/portals to populate the profiles required for prominent languages across the globe. (including client/ theatrical)
- Sourced relevant profiles from the job portals and processed the suitable applicants.
- Contacted the received applicants (if only suitable for the profile) on call/ via email and processed them further with the rest of the processes.
- Administered the online assessment and processed the completed ones for evaluation or evaluated them based on the standardized parameters or criteria.
- On boarded and took care of the qualified and hired applicant's necessary documentation.
- Created and maintained the database of all the processed and hired resources.
- Resolved the queries or issues faced by the translators and processed them to the concerned departments.
- Processed the resigned or dismissed translators with the exit interview and PIDC (Personal Inventory Destruction Certificate).
- Managed adequate pool of translators in respect to the business need.

As a Trainer-

- Provided online training to the new and existing translators about the various processes involved and that are required (task & Role specific).
- Trained them on the tool, (proprietary software) a platform where the entire workflow is processed.
- Administered the training assessments online and evaluated them.
- Re-trained the new hires (if only disqualified in the first session) with the processes and tool until they are well versed with it before having them access live work.
- Conducted refresher sessions for the existing translators if needed based on the specific task requirement.
- Monitored and evaluated the performance of the translators and documented them.
- Prepared and coordinated translator feedback based on the quality/ quantity output.
- Provided them with necessary resources to improve and do better with their work.
- Assisted translators in respect to the process and task related queries.

- Co-ordinate with the respective teams to resolve the queries and issues faced by translators.

Other responsibilities:

- Created work requests and set up projects.
- Communicated and assigned to production teams & translators on time for quick turn around.
- Actively contributed to the improvement of quality and efficiency.
- Maintained the flow of information with production and support service departments about the ongoing projects
- Updated and maintained the world-wide office language database.
- Ensured the accuracy of various processes.

Post Haste Digital

January 2017 — Present

Freelance Translator

Providing Localization services.

- Translating movies from English into Telugu and Telugu into English.
- Editing/ Proofreading
- Quality check.

Deluxe Media

November 2016 — Present

Freelance translator

Providing Localization services.

- Translating movies/series from English into Telugu and Telugu into English.
- Editing/ Proofreading
- Quality check.

Mindlance

December 2014 — July 2015

Recruitment executive

Responsibilities:

To achieve staffing objectives by sourcing, screening, evaluating and recruiting best and suitable resource for the requirement.

Duties:

- Comprehension of recruiting requirements by studying organization plans and objectives; meeting with managers to discuss needs.
- Built applicant sources by researching and contacting the eligible ones
- Determined applicant qualifications by interviewing applicants; analyzing responses, verifying references, comparing qualifications to job requirements.
- Evaluated applicants by discussing job requirements and applicant qualifications with managers, interviewing applicants on consistent set of qualifications.
- Avoided legal challenges by understanding current legislation, enforcing regulations with managers, recommending new procedures
- Updated job knowledge by participating in training opportunities, maintaining personal networks by becoming a part of professional meetings.
- Accomplished human resources and organization mission by completing related results as needed.

FAMILY PROFILE

- Father : John Bein Maddha
- Occupation : Retired government employee.
- Mother : Mrs Sireesha Maddha
- Occupation : Retired government employee.

- Brother : Kennez
- Occupation : Student.

PERSONAL PROFILE

- Born on 9th June
- Gender : Female
- Marital status: unmarried
- Nationality : Indian
- Languages known : English, Hindi, Telugu and Kannada.

INTERESTS

- Dance and music
- Sketching and creative art works.

DECLARATION

I hereby confirm that the above Information is true, correct and trust worthy and I take the responsibility for any irrelevancy in the information provided.

Nikhitha Maddha.