

An IQAC Initiative



AHM'S
ANJUMAN ARTS, SCIENCE, COMMERCE
COLLEGE & PG CENTRE, BHATKAL

ONE DAY WORKSHOP ON INTERVIEW SKILLS

Resource persons

Mr. Waseem Ahmed

Director - Deloitte

Mrs. Shagufa

HR Manager - Dany HR
PVT LTD.

Date : 11-05-2023

Venue : Function Hall



An initiative of
*Student's Welfare
Wing*


IQAC & ANJUMAN CO-ORDINATOR
Anjuman Arts, Science
Commerce College & P.G. Centre,
Bhatkal




PRINCIPAL
Anjuman Arts, Science & Commerce College
& P.G. Centre
BHATKAL-581320



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Waseem Ahmed

Workflow Enthusiast, ServiceNow Solution Consultant & Architect
+91-9740441870 | waseem.han@gmail.com
Bangalore, Karnataka State, India

CAREER SUMMARY

14+ years of experience in Service Management Domain. Seasoned professional with Green-field as well as Enhancement implementation across sectors like Oil & Gas, Healthcare, Technology-Media-Telecom, Education and Government.

Varied experience and exposure to Business Development, Analysis, Solutioning, Architecting and Implementations with multi-geography teams and clients.

KEY COMPETENCIES & CERTIFICATIONS

- | | | |
|--|------------------------------|-------------------------------------|
| • ITIL Expert Certification and Practice | • ServiceNow CIS-HRSD | • ServiceNow CIS-SPM (Past) |
| • ServiceNow CSA | • ServiceNow CIS-HAM | • Proactive and self-motivated |
| • ServiceNow CAD | • ServiceNow CIS-ITSM (Past) | • Exceptional organizational skills |
| | • ServiceNow CIS-CSM (Past) | • Excellent Communication skills |

PROFESSIONAL EXPERIENCE

Deloitte India

Feb 2022 - Present

Associate Director

Helping organizations across verticals solve their mission critical problems and transform to high performing units employing Digital Transformation Best Practices, Tools and Processes thereby bringing delight to the customer and good return to my organizations.

- Worked for Major Banking/Financial Services Company based out of Europe towards end-to-end Strategic Portfolio Management Implementation for managing Portfolio, Programs and Project governance, enterprise risk management and compliance
- Leading ESG practice to build competencies and manage roll-outs
- Solutioning and proposal building for Strategic Portfolio Management Implementations with Global organizations
- Lead Contracting and Relationship Management

Unikomm, Kingdom of Saudi Arabia

Apr 2017 - Sep 2021

ServiceNow Architect, Practice Head, Director Consulting

Executed multiple projects in various capacities.

- Joined as Solution Architect had growth in capacities of Heading ServiceNow Practice and Director of Consulting and Advisory
- Front-end requirement gathering, advice best fit ITIL complaint solutions, design ServiceNow best practice oriented system are few of my responsibilities across Oil & Gas, Telecom and Financial Clients
- Specialized at multiple Customer Service Management (CSM) Telecom implementation in the Kingdom

Atos India

July 2015 - Jan 2017

Team Lead

- ServiceNow Solution Designer and leading development team to build, test, deploy and maintain Cloud Provisioning solutions. Active Pre-sales member. Instrumental in ServiceNow Competency building. Custom built cloud provisioning and implemented ITOM when the Cloud Management suite of ServiceNow was yet available.
- Design, implement, and configure ServiceNow ITOM modules, including Discovery, Service Mapping, Event Management, Cloud Management, and other related components.

Collaborate with cross-functional teams to understand business requirements and translate them into effective ITOM solutions.



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- Perform discovery and mapping of IT infrastructure to maintain accurate and up-to-date configuration data.
- Configure and maintain event management rules and policies to proactively monitor infrastructure health and performance.
- Integrate ServiceNow ITOM with other ServiceNow modules and third-party tools to ensure seamless operations and data flow.
- Create and maintain documentation related to ITOM processes, procedures, and configurations.
- Participate in troubleshooting, incident resolution, and performance optimization activities related to ITOM services.
- Stay updated with industry best practices and emerging trends in IT operations management to suggest and implement improvements

Tata Consultancy Services, India

Nov 2014 - June 2015

Team Lead

IT Analyst for ITIL/ITSM employing ServiceNow for solutions implementation.

As ServiceNow ITSM Consultant, lead offshore Development Teams to deliver ITSM solutions.

Virtusa, India

Jan 2014 - Nov 2014

Sr. Software Engineer

Worked for British Telecom on Application Development for Request, Order and Service Management employing BMC Remedy ARS, ITSM, HPSM and Production Support skills.

Tech Mahindra, India

Nov 2009 - Jan 2014

Software Engineer

Software Development in Telecom CRM using BMC Remedy, PLSQL, ITIL and Agile

EDUCATION & CERTIFICATIONS

Bachelor of Engineering

Electronics & Communication Engineering
Visveswaraya Technological University, India

Master of Science

Software and Telecom Engineering
Birla Institute of Technology, India

ITIL Expert

EXIN

HOBBIES

Recycling and Conservation

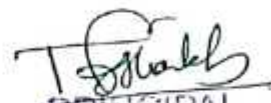
Making usable furniture and shops using recycled metal

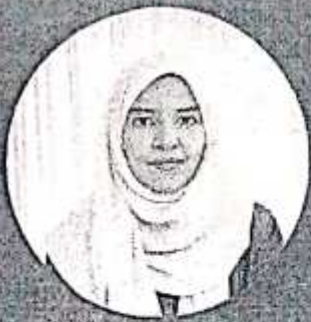
Motorcycle ridding

Motorcycling to explore countryside solo and with interest sharing groups


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#412, Almond Acres Housing Society,
Kyalasahalli, Bommasandra, Bangalore - 560105

Education

2005-09

**Bachelor of Engineering in
Electronics & Telecommunication**

Dr BAMU, Aurangabad

2011-2013

MBA in HR & Marketing
Mahamaya Technical University (Uttar
Pradesh)

Expertise

Oracle R11, R12 and Peoplesoft

Ms Office

(Word/Excel/PowerPoint/Outlook).

Working knowledge of all job

portals - Naukri, Monster,

Timesjobs, LinkedIn,

Qualified Pearson Test of English

PERSONAL DETAILS

Date of Birth : 20th Jan 1988.

Gender : Female

Language Known : English, Hindi,

Urdu, & Arabic.

Father's Name : Aqbal Ali

Home Town : Deoria

Hobbies : Painting, Reading

Novels, Gardening, Listening music.

Shagufta Shamim

Senior IT Recruiter

Around 4+ years of work experience across varied facets of Human Resources. Experience with expertise in Talent Acquisition, Talent Management, Head Hunting, Manpower Planning, Campus Recruitment. Experienced in identifying business (manpower) needs - macro and micro levels, refining employee needs to drive excellence in HR delivery from end to end across all functions.

Experience

Sep 2023 to current

Freelance Recruiter

July 2023 - Sep 2023

Senior Recruiter | Proxima Human Capital | Bangalore

Executed responsibilities of Talent Acquisition, Executive search and Head Hunting. Lead Team of Junior Recruiters for IT and Non IT

Oct 2021 - June 2023

IT Recruiter | Denny Corporate Services Pvt. Ltd | Gurgaon

Working as an HR Recruiter and responsible for IT as well as Non IT recruitments. Handled mass hirings and recruitment drives from various sectors such as IT, Banking Education Sector Companies and other Engineering companies.

2014 - 2017

Sabbatical

I moved to Kingdom of Saudi Arabia after marriage in 2013 and due to work restrictions on my passport and dependent visa I could not pursue my career further.

Jun 2012-Mar 2013

HR Administrator | Towers Watson | Gurgaon

Provided Employee data maintenance support to the company that includes Managing / updating / maintaining various database systems Oracle R11, R12, Peoplesoft, with various Employee data maintenance related back-end functions for our Europe and EMEA teams as shared services.

Responsible for system admin updates, Confirmation of appointment, Online Orientation Process, Referencing, contact HR Representatives/ employees for further information, resolve complex issues within the process with Answerkey Management, generate weekly & monthly reports and perform/ conduct performance reviews for the team.

July 2011 to May 2012

HR & Corporate Hiring | Head Field Solutions Pvt Ltd | New Delhi

Understanding thoroughly the Internal recruitment need of present and future. Extensive search of candidate profiles through internet, referrals and registered database. Conducting Campus Hiring, Job Fair and managing the entire process. Employee relation & retention, Preparing the salary slips every month. Analyze the training needs of employees. Conducting exit formalities. Prepared Full & Final settlements of the employee regarding payment and dues and follow up with Finance Dept. Issuing of relieving & experience Certificates /Promotions/Confirmation/

Oct 2010 to Mar 2011

Research Associate | Aryan HR Consulting Pvt Ltd | New Delhi

Worked with an executive search firm, Management of entire recruitment cycle (Mid & Executive level), Non IT (Oil & Gas, Manufacturing, Auto & ancillary/aerospace, Energy and Utility, automation, Chemicals & Petrochemicals, structural Engg) & IT. Sourcing profiles through various channels like internal databank, job portals, lead generation, Head Hunting, employee references, advertisements, etc. to achieve manpower target. Maintain MIS / Trackers / Status reports. Evaluation of candidates for the requirements on the basis of skills, experience and qualification. Conducting their interviews, psychometric test, Offer finalization and follow up till joining


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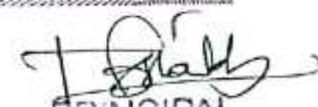


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Report on Interview Skills Workshop for Undergraduate Commerce Students



The Interview Skills Workshop for undergraduate commerce students was organized by the students welfare wing of the Anjuman Degree college on 11th May 2023 with the aim of enhancing the students' knowledge and skills in preparing for and performing well in job interviews. Mr Waseem-Associate Director of Deloitte was invited as a resource person accompanied by his spouse Mrs. Shagufta-HR manager with Dany HR consulting PVT Ltd.

The program was initiated with the recitation of holy quranic verses by Abdul Mannan from the Bsc Final year, followed by welcoming and introduction of the guests by the students welfare officer. The workshop consisted of four rounds, each designed to progressively assess and refine the participants' interview abilities.

Round 1: Session by a Resource Person

The first round began with a session delivered by an experienced resource person Mr Waseem . The resource person covered various essential aspects of interviews, including: *Definition of Interview, Preparation for Interviews, Performance during and after Interviews, Tips for Interviews, Interview Questions,* and Reference Books.

Question and Answer Session: The session concluded with an interactive Q&A segment, allowing students to seek clarification on any doubts or queries they had regarding interviews. The Q n A was supported by Mrs Shagufta -HR manager with Danny HR consulting PVT Ltd.

Round 2: Written Test

Following the session, the second round comprised a written test. A total of 80 students participated in this round, demonstrating their theoretical knowledge in commerce and understanding of interview skills. After thorough evaluation, 36 students successfully qualified for the next round.

Round 3: Group Discussion

The third round involved a group discussion activity. The 36 qualified participants were divided into groups of 12, with each group engaged in a stimulating discussion. The college faculty members acted as judges, assessing the students' communication skills, ability to articulate their thoughts, and teamwork. Based on the evaluation, seven candidates progressed to the final round.

Round 4: Panel Interview

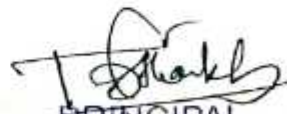
The fourth and final round consisted of panel interviews, with the seven qualified candidates from the group discussion round facing a panel of interviewers. This round was Scheduled for a future date.

Conclusion:

The Interview Skills Workshop for undergraduate commerce students provided valuable insights and practical guidance on interview techniques. The workshop's multi-round format enabled participants to progressively refine their interview skills, from theoretical knowledge to practical application.


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