

RAKSHITHA M M

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SUMMARY

Highly motivated MBA candidate specializing in Human Resources and Finance with a strong foundation in Talent Acquisition, HR Operations, Employee Engagement, HR Analytics, and Organizational Development. Certified in Corporate Recruiting, SAP SuccessFactors, Change Management, Operational Excellence, AI for Managers, and Strategic Negotiation. Adept at leveraging HR technologies, data-driven insights, and people management practices to support organizational goals. Seeking opportunities to contribute to modern HR functions while continuously developing expertise in strategic human resource management.

PROFESSIONAL EXPERIENCE

Maruti Suzuki | Internship

Customer Relationship Management Intern

- Supported customer relationship management activities by assisting with customer interactions, inquiries, and service-related coordination.
- Assisted in collecting customer feedback and maintaining records to improve customer satisfaction and service quality.
- Coordinated with service teams to understand customer concerns and support effective issue resolution.
- Gained hands-on exposure to customer service operations, communication, and professional relationship management.

EDUCATION

Nagarjuna Degree College

2025 – Present

Master of Business Administration (MBA) – Human Resources & Finance

Bangalore

Academic Highlights:

- Developing expertise in recruitment, training & development, performance management, and employee engagement.
- Applying analytical methods and business insights to solve HR and organizational challenges.

Sri Devraj Urs Institute of Management

2023 – 2025

Bachelor of Commerce (B.Com)

- Built strong knowledge in accounting, business management, finance, and organizational concepts.
- Strengthened analytical, communication, and problem-solving abilities through projects and case studies.
- Participated in seminars, presentations, and collaborative academic activities.

Pre-University Course (Commerce Stream)

- Developed strong fundamentals in Accountancy, Business Studies, Statistics, and Computer Science.
- Enhanced analytical thinking, data interpretation, and business understanding.

SKILLS

Technical Skills

- SAP SuccessFactors
- HR Analytics
- People Analytics
- HRIS
- Microsoft Excel
- Data Analysis & Reporting

Soft Skills

- Communication
- Strategic Negotiation
- Stakeholder Management
- Problem Solving
- Analytical Thinking
- Team Collaboration

HR & Business Skills

- Talent Acquisition & Recruitment
- HR Operations
- Employee Engagement
- Performance Management
- Learning & Development (L&D)
- Change Management

ACHIEVEMENTS

- Achieved A+ Grade in B.Com with consistent academic excellence.
- Completed 7+ professional certifications in HR, SAP SuccessFactors, AI, and Business Management.
- Actively participated in case studies, presentations, and HR & Business Analytics projects.
- Developed expertise in HR practices, people analytics, and data-driven decision-making.

ACADEMIC PROJECTS

HR Analytics & Workforce Insights Project

- Collected and analyzed employee-related data to identify trends and support HR decision-making.
- Developed reports and data insights to understand employee performance and engagement.
- Applied analytical thinking to solve people management challenges.

Business Analytics Project

- Conducted data analysis using business concepts to identify trends, patterns, and strategic recommendations.
- Presented findings through structured reports and presentations to improve decision-making.

CERTIFICATIONS

- Corporate Recruiting Professional Certificate – American Staffing Association
- Interviewing Techniques for Hiring Managers – LinkedIn Learning
- SAP SuccessFactors Platform Introduction Academy
- AI for Managers – Microsoft & LinkedIn Learning
- Negotiation Professional Certificate – American Negotiation Institute
- Change Management Professional Certificate – LinkedIn Learning
- Operational Excellence Foundations – LinkedIn Learning