

Resume Processing to Create an Organized Database of Resumes for a Recruitment Agency in USA

Client Overview

Company : Recruitment Consultant and Placement Agency
Location : USA
Industry : Human Resource Management

The Objective:

Convert huge volume of resumes into a standard format, further streamlining information within the client's database.

The Challenges:

- Resumes that we received were in different formats, so the primary challenge was to create a standard format for the resumes.
- Volume and flow of resumes was inconsistent, making time management a challenge.
- Since the turnaround time (TAT) for each resume ranged from 45 minutes to 2 hours, we had to ensure all the quality parameters are maintained.
- We had to serve customers from two different time zones (USA and UAE) at the same time.

Technology / Software Used:

FTP Servers, MS Word, Adobe Acrobat Professional (so that we can copy and paste the information even if the source is an image to avoid any potential typing error)

The Solution:

With a team of trained resume processing experts, we created a standard format for all the records.

The Solution:

- Volume of resumes varied extensively, throughout the entire project. So, to ensure effective and quality deliverables, we deployed two teams to work in separate shifts addressing requirements of customers from USA and UAE regions.
- This enabled us to pay keen attention to the minutest detail and provide qualitative processing within deadlines.
- Since, the volume and type of resumes varied, we cross-trained the team to handle different formats (from USA and UAE), and process them more effectively.
- We created a standard format consisting of a consistent font style, indentation, header/footer, page numbers. This enabled us to maintain record uniformity in all the resumes.
- Maintaining consistency was utmost priority for our team, hence to avoid any confusions or inconsistencies, we assigned a dedicated personnel from each shift to handle tasks like:
 - Receiving resumes
 - Assigning task to team members based on their availability and skillset
 - Tracking inventory
 - Receiving formatted resumes from TMs and deliver them to client

Benefits:

- Our client were provided with an organized database consisting of presentable, comprehensible and well-formatted resumes.
- Moreover, our clients could focus on their core area of expertise, instead of organizing candidates' resumes into a standardized format.

About Hi-Tech BPO Services

They specialize in delivering backend solutions to Medical practitioners & Health care professionals in a qualitative & time bound manner across the globe. Be it specialized or general; their experts are skilled to perform tasks related to UB-04 (CMS 1450), HCFA Form 1490s (Patient's Request for Medical Payment), CMS 1500 (Health Insurance Claim Form), ADA Dental Claim Forms, conveniently. All their projects get audited by Quality Assurance team & then provided to clients with real time status reports. Their consistent efforts at building long-term relationships with clients, backed by commitment to deliver on-time and qualitative services, have been pivotal to the consistent growth above market standards.

Contact Information

Headquarters (India)

Hi-Tech House,
B/H V-Murti Complex,
Near Gurukul Tower, Gurukul,
Ahmedabad-380 052,
Gujarat, India.

USA Office:

50 Riverside Drive,
NY 10024, USA

Phone (India) : +91-794-000-3251

Phone (USA) : +1-775-205-3143

Email: info@hitechbposervices.com

Website: www.hitechbposervices.com

