Reshmy Ramesh

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**Synopsis**

A result-oriented Professional with 4 Years of combined expertise in Human Resource management and with an overall of more than 10 years of experience including Banking (Auditing , Compliance) and Customer service with MNC’s like HSBC and GE.A creative thinker, problem solver and decision maker who effectively balances the needs of employees with the mission of the organization, strong communication, interpersonal relations, mentoring, negotiation and organization.

**Core Competencies**

GENERAL HR

* On-Boarding - Joining formalities, Induction
* Training & Development - Training need identification, Coordination
* Employee Relations - Policy update, Grievance handling, Fun at work
* Statutory affairs - PF, ESI ,PTAX ,EWF.
* Compensation Management – Leave management, Payroll processing.
* Attrition Management - Retention through counseling

RECRUITMENT

* Strategizing - Sourcing design & implementation
* Sourcing - e-Recruiting, Print media, Employee referral, Bridging with consultants
* Interview process - Assessment, Salary negotiation
* Background check.

**Professional Experience**

**Kinder Womens Hospital and Fertility Centre Pvt Ltd, Cherthala**

CompanyDescription : Kinder Women’s Hospital & Fertility Centre (P) Ltd, Cherthala is an international venture with expertise from Singapore and India converging to provide superlative care. The 100 bed facility is envisaged to be a trend-setter in comprehensive women healthcare providing affordable quality services at par with international standards. The facilities along with a fertility centre under the brand Kinder IVF aims to bring the latest ART technologies to Kerala.

Role : Senior Executive HR

Duration : 6th December 2016 – 31st December 2017.

**Responsibilities : Handled around more than 170 employees within one month of joining.**

**HR- Generalist (Senior Executive)**

I) Manpower Planning

* Preparing Organization Structure and finding out the required positions to be recruited.
* Formulating initial manpower costing.
* Attrition analysis and manpower need identification.
* Ensure manpower restructuring process as & when required.

II) Job Description

Coordinating with all departmental heads to prepare Job Description for all vacant positions identified.

III) Recruitment & Selection

* Sourcing CVs through advertisements, employee referrals & placement consultants.
* Scrutinizing CVs & short-listing candidates for interview.
* Interview scheduling & Interview Calls
* Conducting written/practical tests if applicable.
* Coordinating intial phase interview, assessment & rating of candidates.
* Authenticating salary & designation of selected candidates
* Intimating the job offer to the selected candidate & preparation of Offer Letter

IV) Joining Formalities

* Ensuring that joining Docket, personal data Form, enrollment in muster roll, Pre-Employment Health Checkup, accommodation request, issuance of ID card, issuance of leave Applications,Uniforms,Training cards & Bank Account opening of a newly joined employee is effectuated.
* Preparing personal files of a newly joined employee.
* Entering the details of  newly joined employees in HIS

V) Attendance Management

* Verification of attendance through punching report & muster roll.
* Verifying the sanctioning of leaves as per the submitted leave cards.
* Cross-checking muster roll with departmental duty rosters to identify any violation.
* For salary computation, monitoring the attendance between 1st day of the previous month & 30th day of the ongoing month.

VI) Salary Administration

* Entering attendance, miscellaneous earnings, calculation of overtime,deductions & monthly allowances in HIS.
* Handling entire payroll processing on excel and HIS.
* Cross-checking of salary registers against arrears, deductions, LOP and monthly allowance details.
* Ensuring ‘Zero Error’& forward the copy approved by finance manager for disbursement of salary via Wage Protection Syatem.

VII) Statutory & Legal Compliances  
a) Employee Provident Fund

* Initiating applications for registration in EPFO & allotment of new employer code.
* Submission of Form 13 of all transferred employees to the statutory consultants.
* Monthly preparation of EPF Statement of the previous month & ensure that monthly returns are remitted on or before 15th of every month.
* Submission of Form 19 & Form 10 C for claiming EPF dues & pension fund.

b) E S I

* Initiating applications for registration in ESIC & allotment of new employer code.
* Monthly preparation of ESI Statement of the previous month & ensure that monthly returns are remitted on or before 15th of every month.

c) Kerala Shops & Commercial Establishments Welfare Fund

* Monthly submission of Form 1 for registration & nomination.
* Monthly submission of Form 4 enlisting all newly joined employees.

d) Compliances related to Labour Office

* Upkeep & Submission of all required forms & registers such as muster roll, employment register, service record, wages register, wages slip etc for periodic inspection by District Labor Officer and updating visit notes.
* Obtaining annual sanction from District Labor Office on National & Festival Holidays given to employees.

VIII) Training & Development

* Coordination with HODs for preparation of Induction schedule.
* Conducting Conducting induction programme for new joinees.
* Taking induction sessions on HR policies, rules and regulations of the organization along with some sessions on Soft Skills.
* Collecting Feedback and analysis of Induction Programme.
* Preparing training calendar for employees by identifying training needs in consultation with Departmental Heads.
* Making all arrangements for other training programmes on competencies & soft skills as per the identified training needs.

IX) Exit Formalities

* Issuing ‘Clearance Form’ to the resigned employee from HR Department to denote on any recoveries to be made by the concerned departments.
* Ensuring that the full & final settlement is in accordance with the ‘Notice Period’ as mentioned in the offer letter.
* Computation of Salary & other benefits such as privilege leave encashment & gratuity if applicable.
* Conducting Exit Interview.
* Issuing Service Certificate & Relieving Order.
* Issuing experience letter & reliving order.

X) Time management and Employee Engagement.

* Creation of public holiday calendar.
* Defining office rules and office work schedules.
* Grouping and sub-grouping of employees for work and time schedule.
* Generation of monthly attendance evaluation form with late comings of employees.
* Celebrating birthdays of employees,sending daily motivational mails,arranging weekly fun at work programs like coffee chats etc.Coordination in conducting events like Doctor’s Day,Women’s Day.
* Admin: Keeping track of Rent agreements, Coordination with External Auditors.

**Zaal Commercial Pvt Ltd, Kochi**

CompanyDescription : Zaalgroup is into diversified businesses,they are into manufacturing,Export/Import,Distribution,Tradingand marketing,Retail outlets including retail chain shops.They products include oil in edible grade,ready to eat branded food products,branded baby and childcare products,just born baby care and accessories,kids wear and accessories.

Role : HR and Administration Manager

Duration : 19th November 2013 to 3rd Dec 2016.

**Responsibilities:**

**Recruitment**

* Resourcing, screening and short listing resumes through various job portals or else internal reference, head hunting.
* Short listing the resumes based on desired skills and experience.
* Advertising vacancies, screening and short listing resumes.
* Conducting telephone and Personal interviews in coordination with department heads.
* Scheduling and arranging Interviews with MD and concerned department heads.
* Preparing offer letter, employment contract and job descriptions, completing joining Formalities and documentation.

**HR Administration**

* Maintenance of Personal Dossiers of employees.
* Compilation & processing of attendance data in attendance system(Biometric).
* Implementation of the Attendance Recording System for all employees .
* Monitoring & Control of Attendance, Overtime and Compensatory offs of employees .
* Implementation of Company leave policy .
* Maintenance and updating of leave records of all employees basic leave applications .
* Generation of necessary MIS reports .
* Maintaining employees personal files and records, communicating HR policies & across the organization at all levels.
* Designed Policies and Procedures related to Code and Conduct for the Company.
* Tracking attendance, maintaining leave records, issue letters, etc.
* Issue Offer /Appointment/Experience / Relieving /Salary certificates, Absenteeism notice, Warning /Confirmation letter as per company policy.
* Keeping track of Confirmation, Appraisals, and Increments of employees.
* Record data for each employee including personal information such as addresses,absences,setting up performance plan and producing reports on performance.
* Verify and maintain documentation relating to personnel activities such as staffing, recruitment, grievances, performance evaluations.

**Salary Administration**

* Payroll processing of all employees & officers
* Processing of Overtime payments basis OT slips.
* Effecting deductions – Loans / Insurance/Advance/Leave without Pay / Unauthorized absence etc. as per policy.

**Employee Engagement:**

* + Celebrations – Organizing Festival Celebrations eg: Onam, Christmas Celebrations and other company events.
  + Effectively managing welfare measures, management - employee get together, picnics & parties.
  + Developing employee engagement programs like Initiated and administered a welcome-mail policy to all new joiners, Initiated regular Birthday mailers & Celebration Policy.

**General Administation and Operations**

* Managing reception by attending incoming calls and redirecting calls.
* Drafting official mails and correspondence letters preparation to clients and vendors
* Attending to other admin works like infrastructure and system issues, management of stationary, checking of telephone bills etc.
* Assigning jobs to office staff.
* Controlling and managing office staff.
* Estimate ,prepare ,follow up various quotation.
* Follow up with clients for pending payment.
* Providing timely reports on performance and cordinating meetings department wise with MD.
* Internal and external audit of cash flow and out of company,auditing of billing and monitoring staff efficiency and providing timely report.
* Read and analyze incoming mails,submissions and reports.Follow up on correspondence emails and letters.
* Preparation and submission of claims of products to clients.
* Checking of purchase orders ,correcting rates and ensuring supply to Clients.

**HSBC TOTAL EXPERIENCE (Hyderabad ,Visakhapatnam)** : 5.3 years

Company Description : HSBC - Hongkong Shanghai Banking Corporation is one of the world’s leading bank.

**Client:(HSBC Bank UK)**

Role : Customer service executive in Customer Telephony Service (Business Telephone Banking) for 17months at Global Service Centre,Hyderabad

Duration : 30th Nov2006 to 2nd May 2008

Responsibilities:

* Dealing with Business Banking HSBC account holders of UK.
* Processing International Payments.

**Client: Hsbc (Bank Middle East)**

Client : HBME (HSBC Bank Middle East) GSC Visakhapatam.

Role : Customer service executive in HBME for 15 months.

Duration : 5th May 2008 to 17th August 2010

Responsibilities:

* Customer service executive for HSBC Bank Middle East credit card customers.
* Dealing with UAE customers.

**Client: HBUS(HSBC Bank US),North America**

Role : Audit Executive in Compliance Operations (Payments &Cash Management -Anti Money Laundering) for 18 months.

Duration : 18th August 2010 to 1st March 2012

Responsibilities:

* Conduct anti money laundering investigation on transactions conducted by our clients (HSBC Group members, other banks and companies) within themselves and with their customers, with HSBC Bank USA acting as a correspondent bank.
* As a part of High risk Monitoring Function, conduct research on wire transactions of HSBC USA clients using various applications like Worldcheck, Norkom, Lexis- Nexis,CIF,Google etc.
* As an audit marshal conduct regular audit checks and keep the process audit ready.
* Attend call calibrations with business area to better the quality of the process.

**IVY COMPTECH, Hyderabad**

Company Description : Ivy Comptech is a premier provider of software products and solutions to theglobal online gaming industry.Is a Premier Software Provider for Online Gaming.

Role : Customer Service Representative in Transaction services for 6 months

Duration : 15th May 2006 to 2nd Nov 2006.

Responsibilities:

* Associate in Transaction services.
* Aiding customers to transact money on online gambling.
* Dealing with US customers.

**GE, Hyderabad**

Company Description : GE is a global infrastructure, finance and media company taking on the world’s toughest challenges.

Role : Process Associate – GECFS - Mervyns Private Labeled Credit cards (PLCC) for 9 months.

Duration : 1st July 2005 to 7th April 2006.

Responsibilities:

* Service Inbound calls from merchants and customers with reference to their private labeled credit card(PLCC) of Mervyns – (Leading Clothing Store in the US).
* Communication and Objection Handling
* Cross selling.

**Achievements**

* Awarded with a Bronze Certificate for Sales in GECFS.
* Awarded with The Most Promising Newcomer in IVY COMPTECH.
* Awarded with The Team of the Month Certificates in HSBC.
* Received Recognition for Performance in Sales and Quality in HSBC.
* Received several Customer Compliments.
* Owing to strong process knowledge and research skills, was identified to be part of Pilot Batch for special project in AML- High Risk Monitoring (HSBC- Compliance Operations).
* Have maintained 100% quality on all monitors and checks performed by external and internal quality coordinators in all the processes.
* Have maintained 100% quality on all monitors and checks performed by external quality coordinators from Business Area and Deloitte; and by internal Quality coordinators including line Manager in AML Payments and Cash Management(PCM)
* Awarded with Overall Champion Trophies and certificates , Overall service champion awards.

**Educational Credentials**

* MBA in HR from School of Distance Education,Andhra University in the year 2013 with 61 %.
* BSc in Environmental Science and Water Management from N S S College,Cherthala in the year 2015 with 80%.
* Senior secondary (Science) from Sree Narayana Higher Secondary School, Ernakulam in the year 2001 with 61%.
* 10Th Standard ICSE from St.Joseph’s Girls High School in the year 1999 with 60 %.

**IT Forte:**

* Proficient in the use of computer programs such as -
* **Microsoft Word,Excel,Powerpoint,** and **Outlook Express**
* Operating Systems :Windows.
* Applications Used:Norkom,CIF,Lexis Nexis.

**Personal Dossier**

Father’s Name : V.S Rameshbabu.

Date of Birth : 28th May 1983

Marital Status : Married

Permanent address **:** Vellai Parambu, Thrichattukulam P O,Panavally, Alappuzha.

Languages Known **:** English, Hindi, Malayalam and Telugu.

**Declaration**

I hereby declare that the above furnished information is true and correct to my knowledge.

**Place: Panavally**

**Date: Reshmy Ramesh**