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HR Operations / Admin / Consulting

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Professional summary:

- 10+ years of experience with highly competent in managing Human Resources Operations, Consulting & Admin.

- As part of Talent management on behalf of the respective business heads & stakeholders, scrutinizing headcount requirements, attrition management, creating and approving job descriptions, posting, and managing job vacancies in job boards & Social media platforms; sourcing, screening, and interview discussion hiring and on-boarding.

- Supported in managing Employee benefits, welfare programs, grievances, and compliances management alongside processing the payroll, Had hands-on experiences in performance tracking methods and HR records.

- 2+ years of experience as a Research analyst-built client relationships by acting as the liaison between the company marketing and agency teams, Analyzed and reported customer activity, business trends, competitors, and areas of concern.

- Reliable, knowledgeable, and highly organized team player with excellent communication skills, team building, and relationship management, maintained a central database of key contacts, risk ratings, financial impact, and key issues.

Skills:

- Strong knowledge of HR processes,
- Processing Payroll and F&F settlements,
- Employee engagement,
- Exit management,
- Quality-driven, accurate, and attention to detail,
- Ability to learn processes and technology quickly,
- Passion for innovation and continuous enhancement,
- Experience managing highly confidential information and mature judgment regarding the same,
- Good time management skills and an ability to meet strict deadlines,
- Strong communication skills (both oral and verbal),
- Lead the case management process both as individual and as team player via Chat / E-mail / Voice supports and in mass employee grievances handling camps/programs,

Tools and applications:

- SAP
- iCIMS
- Ceipal
- Taleo
- HireRight

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  - GMAT
  - LinkedIn
  - Salesforce
  - PeopleSoft
  - Workday HCM
  - Microsoft Dynamic 365 CRM
  - JTT (Job title taxonomy) portal
  - Success Factor Employee Central

Academic Records

2012 - Master of Business Administration (specialized in Human Resources and Marketing) Bharathidasan University, Trichy

2008 – Bachelor of commerce – St, Xavier's Autonomous College, (Manonmaniam Sundaranar University)

Summary of Experience

Senior HR Advisor – Microsoft, Chennai (Allegis Services India Pvt Ltd, May 2021 –Till date

Job Description:

The Data Management Operations Associate plays a crucial role in ensuring the employee HR data (In-Employment /EDM/ELC) in the ERP (SUCCESS FACTORS EMPLOYEE CENTRAL) is maintained for Microsoft Employees and Contract Staff across the globe and it is kept up-to-date and accurate, Data Management Operations Associate will also be responsible for meeting Service Level Agreement measures viz, Turnaround Time, Accuracy target scores by providing high quality and timely resolution to HR data transaction/administration requests, As part of the role, the Associate will have to perform data operations across SUCCESS FACTORS EMPLOYEE CENTRAL and a few other internal HR systems like HeadTrax, Data Management Operations Associate will also be required to respond to any inquiries specific to employee data or tool administration specific to Employee data management,

- Accountable to ensure Employee HR records are accurately created and/or maintained in SAP, SUCCESS FACTORS EMPLOYEE CENTRAL

- Ensure any data transaction/administration request for employee's or contract staff's HR data update/ creation is evaluated for completeness and eligibility

- Take complete ownership to close the data administration requests, including follow-up with the requestor to collect missing information and/or informing approval requirements

- Follow the Desktop Procedures defined for each data administration action that needs to be completed in SAP or other related HR tools

- Ensure the Maker-Checker process is followed, and Data Monitoring is done to ensure high quality of data in SAP and other HR tools associated with employee data administration

- Maintain efficient service delivery by ensuring transactional requests and assigned inquiries are completed within SLA depending on priority & complexity

- Working in a highly data sensitive environment, responsible for always protecting Data Privacy and adhering to confidentiality requirements to promote zero breaches of compliance policies

- Recommend solutions to process failings and contribute to the continuous improvement process

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  Continuously strive towards improving accuracy and timeliness resulting in minimized complaints about the delivery of HR Operations Services,
- In-employment/ELC/EDM/Hiring/transfer/Termination activities Audit and correction (DSM/ACT).
- Coordinated with various stakeholders like GTA, HR Consulting, HRIT, CELA, immigration, Relocation, BGC, and other vendors.

Environment: EC (Employee central), SAP, iCIMS, JTT (Job title taxonomy) portal, HireRight, Microsoft Dynamics 365 CRM, GMAT, USSD, MS Power BI, MS Office, etc…

HR Consultant – Freelance, Tirunelveli   Oct 2019 – Apr 2021

- HR Support in Talent Acquisition HR applications, amenableness & HR auditing,
- Assist in recruiting, training, and management of workforces,
- Advising management on the administration of human resources policies and procedures,
- Conduct research through various methods (data collection, surveys, etc,) to identify a problematic situation and find the root cause of the issue,
- Leading, managing, and persuading other members of the team and employees across the business towards the new implementation and stratagems formulated,
- Articulate strategic and practical plans to address human resource matters,
- Select and implement suitable HR technology,
- Improvising and adapting the organizational changes & challenges as and when they arise,
- Ensuring HR programmers & services are aligned with established policies, procedures, Local laws & regulations,
- Review systems, processes and make modifications to address issues,
- Overhaul knowledge of advancements in the field and present new ideas,
- Conducting audits of HR activities to ensure compliance,
- Building relationships both with employees and clients,
- Coach Managers/process leads on employee relations and performance reviews,
- Consult and coach line managers on the people developments topics,
- Provided Outsourcing support to US-IT Recruitment team,
- Document coordination for US IT recruitments.
- Setting up Goals individually and for the team quarterly, annually and supporting on monitoring those, performance management, year-end conversation, ratings, and reviews.
- Increment, incentive, promotion, merit, bonus ad-hoc payment processing, etc.
- Liaising with Govt officials, Licensing agencies, Financial Auditors, Technical and system service providers, real estate, transportation, security services etc…

Environment: MS Office, Taleo, TRIM, Ceipal, Monster, Dice, Nakuri, Techfetch, Hiringbees, Zoho, CRM, ERP, SharePoint, Visio.

HR Operations Coordinator – HPE, Chennai   Jun 2015 –Oct 2019

Project: Employee shared services for HPE
Client: Global, APAC, India Specific regional operations

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- Employee support from Hire to Retire, and after retiring (Employee support as Letters, Recommendation, Endorsement, and Reference for Education Visa & for Background verification support purposes,

- Managed Employee life cycle from On-board till Off-board,

- Provided customer service support to employees in the virtual environment,

- Consulted with managers on HR and recruiting processes, communicated front-end process capabilities to managers, and proposes solutions to HR needs,

- Specialized in the support processes and engages in the beginning-to-end support process within a sub-region or function,

- Created, managed, and keep updating "Standard Operating Procedures" (SOPs) using corresponding applications and keep them in respective portal / SharePoint,

- Foster and maintain productive working relationships with HR Business Segment Leaders and Generalists in the HR field community,

- Liaise with several HR departments including Payroll and Compensation & Benefits, to manage and resolve day to day global transfer issues,

- Manage sensitive information including but not limited to salary, personal information, and organizational structural redesigns,

- Provide administrative support to key HR Programs, including Commuter Benefits, Service Awards, Recognition & Gifts, Internships, Wellness, etc,

- Working closely with HRBPs Provide guidance and support to International HR teams to ensure consistent global approaches and administration of HR Operations,

- Support Manager in driving ad-hoc process improvement initiatives in support of company programs and standards Work with Payroll team to ensure new hires are paid according to their start dates, receive any relocation/sign-on bonuses, and are set up correctly for deduction of taxes,

- Participated actively in the HR Department transformation (redesign and/or implement processes, develop best practices with the team and other regions, HR projects,).

- Supported multiple stakeholders like Payroll, Benefits providers, Transport team, GRE, HRBP, field HR, GTA team, etc.

Environment: MS Office, Taleo, Workday Recruitment, Workday HCM, PeopleSoft, CRM, SFDC, SharePoint.

Research Analyst – Nasdaq OMX (Earlier Thomson Reuters), Nagercoil   Feb 2013 – Mar 2015

Project: Professional services (Media monitoring)
Client: NVIDIA, Akamai Technologies & USPS

- Gather Information and data to perform data analysis to support methodology development and data development,

- Extract and synthesized quantitative and qualitative data from research information,

- Monitoring And Observing Media Feeds of Client / Social media marketing,

- Analyze articles of client and send as daily, weekly, and monthly basis,

- Finding potential authors and outlets to pitch client's existing and forthcoming products,

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- Assist with a wide variety of qualitative and quantitative research activities, including collecting and analyzing data, Conducting searches; compiling and managing databases,

- Translate data into summaries and analysis with conclusions that deliver on objectives and support proactive insights and recommendations,

- Create and maintain research briefs, one-sheets, and white papers on a variety of topics important to the overall business goals of the network,

- Interpret and communicate conclusions from research or healthcare information,
  Provide analytical support for the development of analytic models to identify networks, predict future threats, and isolate and evaluate threat scenarios,

- Quantifying tone and qualifying online conversation using social media tracking and reporting tools and providing analysis of social media landscape and buzz volumes,

- Successfully interact and deliver projects to clients.
- Assisted for multiple stakeholders from Marketing, Communications, Public relations team etc..

Environment: Ms Office, Google, Twitter, Facebook, YouTube, MS Word, Excel, PowerPoint, SharePoint.

Further references will be shared on-demand.

Declaration:

I hereby declare that the above-stated particulars are true to the best of my knowledge,

Date: Yours faithfully,

Place: Davis, R