

Ragini G

SENIOR HR EXECUTIVE

PROFILE

Senior HR Executive with over 6 years of experience in Human Resources Operations, Employee Relations, and Organizational Development.

Seeking a challenging role to leverage expertise in contributing to organizational success.

WORK EXPERIENCE

Texila Educare Healthcare & Technology Enterprises Private Limited

Senior HR Executive

2017 - Present

- Employee Onboarding
- Employee Relations
- Recruitment and Selection
- Performance Management
- Payroll Process
- Confirmation Process
- NASSCOM Registration
- BGV Process
- Appointment Letter Processing
- Monthly Survey Rollouts & Analytics
- Contract Renewals
- Grievance Handling
- Medical Insurance Management
- KPI finalization and Rollout for E sign
- Employee Satisfaction KPI and Analytics
- Final Settlement process
- Exit Process

Recruitment and Onboarding:

- Lead recruitment efforts, including sourcing and interviewing. Collaborate with hiring managers to understand staffing needs and ensure the organization has the right talent.
- Coordinate with various departments to ensure smooth onboarding processes.
- Serve as a point of contact for new hires, addressing inquiries and providing support throughout the onboarding process.
- Collect feedback from new employees to evaluate the effectiveness of onboarding programs and identify areas for improvement.

Employee Relations and Engagement:

- Manage employee relations issues, including conflict resolution, disciplinary actions, and grievances.
- Develop and implement employee engagement initiatives to foster a positive work environment and enhance employee morale.
- Conduct employee surveys and analyze feedback to identify areas for improvement and implement appropriate interventions.

CONTACT

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EDUCATION

- 2009 - 2011
Tamilnadu Open University
- BA English & Communication

SKILLS

- Employee Onboarding
- Employee Relations
- Performance Management
- Time Management
- Data Analysis and Reporting
- Effective Communication
- Exit Process

LANGUAGES

- English
- Tamil
- Malayalam

CERTIFICATES

- HR Business Partner Program.
- Diploma in Performance and Reward Management System.
- Human Resource, Behavior, and Diversity in the Workplace.

Performance Management:

- Implement performance appraisal systems and processes to evaluate employee performance and productivity.
- Provide feedback to managers and employees to improve performance and achieve organizational goals.

Payroll Processing:

- Recording employee attendance.
- Monitoring Absences and Leaves
- Managing Time Off Requests
- Calculating Overtime and Shift Differentials:
- Addressing Attendance Issues

Offboarding Process:

- The employee will be informed of their resignation or departure
- Exit Interview
- Return of Company Property
- Access Revocation
- Knowledge Transfer
- Offboarding Documentation
- Exit Formalities

Pathfinder Business Analysis Private Limited

Front Office Executive

2011 - 2013

- Greeting visitors, answering phone calls, and managing the reception area.
- Assisting with administrative tasks such as scheduling appointments, managing calendars, and coordinating meetings.
- Handling incoming and outgoing correspondence, including emails, letters, and packages.
- Maintaining records, databases, and filing systems, ensuring information is organized and easily accessible.
- Coordinating with other departments to ensure seamless communication and collaboration within the organization

Carolina Technology Solutions

Call Quality Analyst

2010 - 2011

- Listening to recorded or live calls between agents and customers to assess performance and adherence to company standards and procedures.
- Analyzing calls based on predefined criteria such as accuracy, clarity, empathy, compliance with scripts or guidelines, and resolution of customer issues.
- Compiling data and generating reports on call quality metrics, trends, and areas for improvement to management and relevant stakeholders.
- Contributing to initiatives aimed at improving overall customer satisfaction by identifying issues, recommending solutions, and implementing process improvements based on feedback and analysis.

COGNIZANT TECHNOLOGY SOLUTIONS

Front Office Executive Cum Admin Assistant

2009 - 2010

- Managing the day-to-day operations of the office, including maintaining supplies, organizing files, scheduling appointments, and ensuring the office environment is clean and well-maintained.
- Scheduling meetings, appointments, and events for managers or team members, and sending out reminders as necessary.
- Handling incoming calls, emails, and other correspondence, and routing them to the appropriate individuals.
- Providing assistance and support to clients, visitors, or other stakeholders who may contact the office in person, by phone, or via email.
- Providing general administrative support to managers, executives, or other team members as needed, including handling confidential information with discretion and professionalism.
- Entering data into spreadsheets, databases, or other systems, and maintaining accurate records of information such as contacts, expenses, and inventory.
- Assisting with travel planning and logistics for team members, including booking flights, hotels, transportation, and preparing travel itineraries.

Declaration

"I hereby confirm and verify all the facts mentioned above, and I hold the responsibility of their authenticity and correctness."

DATE:

LOCATION: COIMBATORE

SIGNATURE