

R Madhu Sudhanan - Human Resources & Operations

An able leader with strong communication and interpersonal skills – have led department operations, oversee teams, connect with employees through a forward-thinking and insightful approach. Decisive professional, complex problem solver and talented communicator with a focused mindset.

Key responsibilities include employee recruitment & on-boarding, development, payroll administration, employee benefits & relations.



Work History

2023-02-
Present

Human Resources Manager

Helite Solutions (ITES)

- End-to-end recruitment of candidates
- Joining to exit formalities with proper records
- PF & ESI support with the 3rd party vendor
- Employee engagement and management
- Understanding the operation team's role as per the US client's requirement and monitoring the performance of the employees
- Ensuring the US client's hospitality functions

2021-08 –
2023-01

Manager of Human Resources

Rajas Medical Institutions

- Staff onboarding and off-boarding process
- Managed employee relations and conflicts
- Review and revise HR policies
- Regular meetings with the board members
- Ensured campus discipline and reporting
- Yearly performance review of the teaching and non-teaching staff with the proper records
- Payroll management and salary processing

2018-04 –
2020-07

Operations Manager

Amway India Private Limited

- Ensured manpower and managed 30 staff in branches
- Led warehouse, customer service and cash flow
- Promoting, branding, and merchandising activities
- F & F processing and gratuity settlements
- Liaison work between customers and management
- Handled 4 branches and ensured the daily operations
- Direct interaction with 150+ leaders and 700+ customers to have better business relationship
- Conducted regular business meetings between the Amway business owners and the management
- Kept reporting the daily business and sales status
- Inventory management with a clear reporting



Contact

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Skills

Employee engagement

Manpower Planning

Operations management

Payroll

Team Leading

Recruitment strategies

Microsoft Office proficiency

Organizational Development

Grievance Handling

Training and Development

Communication



Work History

2013-12 –
2017-06

Hub Incharge

Flipkart India Private Ltd

- Operating inbound and outbound process
- Managed team, hiring, training, and monitoring the performance and growth of employees
- Recruitment to both white & blue collar roles
- Onboarding to training formalities
- Regular attendance monitoring and preparation
- Ensuring ID cards, grooming, safety and operations skills with proper guidelines
- Exit and settlement process as per the norms
- 3rd party vendor employment and relations
- Grievance handling and redressal
- Improved operations by resolving problems
- Produced kaizen and won 3rd prize in the topic of cost at the hub operations area
- Market place, related to seller management where ensured the stock collections
- Accompanied the field staff and monitored how he follows customer handling
- Having regular feedback from the customers to have better service and operations

2008-10 –
2013-08

Human Resources Manager

The Professional Couriers

- Responsible for Salem region covers 36 branches
- Managed 400+ employees to have the best workflow and achieved on-time work tasks
- Facilitated onboarding sessions and job training for new hires to support position knowledge and skill set
- Payroll process, attendance & salary preparation, bonus, loan and employee record maintenance
- F & F, gratuity settlements and extending the support to claim PF
- Surprise visit to the branch to ensure the employee's workflow and act according to the observations
- Grievance handling with perfect solutions according to the scenarios
- Conducted monthly meetings regularly with all the department staff to have better operations and business activities



Education

MBA- HR,2008-1st Class

*Vysya Institute of Management
Studies - Salem, Tamilnadu, India*

BBA-CA, 2006-1st Class

*Jairam Arts & Science College,
Salem, Tamilnadu, India*



Languages

Tamil - Read, Write, Speak
English - Read, Write, Speak
Kannada - Speak