

YATIN SHARMA

+91-9650332959;8920176770

yatinsharma785@gmail.com

PROFESSIONAL OBJECTIVE

To achieve in a progressive and rewarding work environment where I can devote my abilities and skill to satisfy my urge of excellence

PROFILE SUMMARY

- B. Tech with experience in field of Testing, Operations, Programmer and Technical Support
- Liaison with the HR Data Management Team
- Conduct data quality reviews, monitor and correct processing errors
- Developed Defects Tracking Log for the SharePoint Site to track defects while testing
- Daily update and managed Offshore team
- Perform mass data uploads compensation, deductions and additional earning
- Manage and maintain effective working relationships with data management team
- Proactive interaction with clients to analyses the requirements.
- Experienced in resolving the tickets assigned in the tool.
- In-depth Knowledge of HR Shared Services.

PROFESSIONAL EXPERIENCE

➤ **MetLife GOSC, Noida**

(17th April, 2017 – Present)

Sr. Associate:

PeopleSoft Testing and Support

Key Responsibilities:

- To Liaison with the HR Data Management Team on a regular basis to maintain employee life cycle changes in HR Database (HCM cloud)
- Data Management and maintainance
- Participated in reviews and meetings
- Proficient in HR Shared Services and handled clients internationally
- Perform Mass Data Uploads in PeopleSoft such as Payrate, Position, Captive Agent, Position etc. after making it simpler and understandable using Data sorting and Filters on the file
- Process new hires, leavers, separations, employee stats changes and other employee life cycle events
- Coordinate data entry into third party systems where not automated
- Handled all the queries related to employees and non-employees of the organization
- Used Quality Centre to store all testing results, metrics, created Test Cases, and Reporting
- Maintaining daily, weekly and monthly reports using advance excel
- Daily update reports and managed Offshore team
- Check the inputs received via email/scanned copies & workflows related to hires, rehires, transfers, salary changes for data completeness and accuracy
- Ensure data received complies with Data Integrity guidelines
- Update the correct inputs received in PeopleSoft
- Quality checks on daily basis and take initiatives for process improvement projects
- Prepared SOPs for the several activities of the process
- Daily and monthly based reports preparation using Conditional Formatting, Nested If, Data Validation, Index and Match and other formulas of Advanced Excel
- Attend conference calls with the process partners daily
- Conduct data quality reviews, monitor and resolve errors related to job or employee information
- Handling the data of all the employees associated directly or indirectly with the MetLife
- Perform mass data uploads (compensation, deductions and additional earning)

- Analysis and cleaning of large data sets to ensure error free reports made on time
- Data extraction using sorting, filter and other complicated excel functions and formulas
- Ability to work in a structured and organized manner
- Ensure that all necessary documents and approvals have been received and information is entered accurately
- Process new hires, leavers, separations, employee stats changes and other employee life cycle events
- Coordinate data entry into third party systems where not automated

➤ **Dell International Solutions**

(March 2016 to March 2017)

Client Technical Support Associate

Key Responsibilities:

- Readily accessible and available customer information
- Handling customer grievances
- Creating a customer-centric approach for a company
- Responsible for proper scrutiny and recording of the complaints received from customers
- Solving escalations via emails, calls and chats
- Follow-up and track on customer enquiries
- Maintains record of all enquiries & related details in Computer System
- Provides all Back-office support tasks like sending and receiving mails

➤ **Cognizant Technologies Solutions Ltd**

(March 2015 – August 2015)

Programmer Analyst Trainee

Key Responsibilities

- Confirms program operation by conducting tests, modifying program sequence and/or codes
- Provides reference for use of prime and personal computers by writing and maintaining user documentation; maintaining a help desk
- Maintains computer systems and programming guidelines by writing and updating policies and procedures
- Protects operations by keeping information confidential
- Contributes to team effort by accomplishing related results as needed

EDUCATIONAL QUALIFICATION

- MBA- IT and Operations from Subharti University in 2019 with grade-A
- B. TECH (Comp.Science) From UPTU in 2014 with 65%.
- Intermediate from CBSE Board (2009) with 63 %
- Matriculation from CBSE Board (2007) with 78%

IT SKILLS

- Well versed with MS Excel and advance excel
- People soft
- HCM Cloud
- SQL
- CRM

PERSONAL DETAILS

- **Date of birth:** 20-November-1991
 - **Residential Address:** Laxmi Nagar, Delhi 110092
 - **Marital Status:** Married
 - **Nationality:** Indian
 - **Language Known:** Hindi, English
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