



## PROFILE SUMMARY

- Human Resources professional with **10+ years of experience in global HR shared services** and operations, including **3 years in a leadership role**. Proven ability to manage HR processes across the employee lifecycle, lead diverse teams, ensure compliance, and drive process improvements. Skilled in Workday, case management systems, and delivering high-quality HR services in matrixed, multicultural environments.
- Expert in Workday, ServiceNow ADP, SAP GV, and Kronos**, with a consistent track record of driving system enhancements, payroll accuracy, and process automation in high-impact environments.
- Successfully led **multi-country payroll transitions, system implementations, and entity setups**, delivering seamless go-lives and ensuring 100% compliance with internal controls and SOX standards.
- Proven capability to execute **large-scale UATs, data audits, and reconciliation projects**, ensuring data integrity across interconnected platforms through structured validations and stakeholder collaboration.
- Strong leadership experience in managing and mentoring cross-functional HR teams, optimizing workloads, and fostering a culture of knowledge sharing and continuous improvement.
- Developed and deployed **comprehensive onboarding, training, and certification programs**, reducing ramp-up time and enhancing process accuracy across regional teams.
- Recognized as a **go-to escalation manager and process SME**, known for resolving critical issues, enhancing stakeholder trust, and implementing long-term corrective actions.
- Highly proficient in designing **custom HR reports, automating repetitive tasks**, and contributing to strategic decision-making through insightful data-driven dashboards.
- Excellent communication and stakeholder management skills with the capability to translate business needs into technical configurations and scalable HR solutions.

## WORK EXPERIENCE

### Senior HRIS Analyst – HR Operations

Wipro – Blackstone Centre of Excellence | Nov 2021 – May 2025

- Spearhead global HR data audits across enterprise platforms, proactively resolving discrepancies to ensure data integrity.
- Configure, troubleshoot, and optimize Workday business processes aligned with evolving client requirements.
- Lead end-to-end UAT and gap analysis for ad-hoc projects, ensuring seamless process execution.
- Manage daily operations for onboarding, offboarding, employee data changes, document management, and other core HR processes.
- Drive continuous improvement initiatives, reducing onboarding process time by 25%.
- Implemented SOPs that reduced data entry errors by 40% and Manage escalations with a control-point mindset, implementing solutions to mitigate repeat issues.
- Develop and automate customized reports across platforms to support strategic decision-making.
- Execute high-volume data loads across HR systems, ensuring accuracy and minimal downtime.
- Maintain service quality through KPI and SLA monitoring, achieving 98% SLA compliance.

## CORE COMPETENCIES

HR Operations Management

Global Shared Services

Workday HRIS

Employee Lifecycle Processes

Case Management Tools

Team Leadership and Development

SLA / KPI Monitoring and Service Delivery Excellence

Employee Lifecycle Processes

Compliance and Audit Readiness

Data Accuracy and Integrity

## EDUCATION

2012

B.Com. - Commerce

Lucknow Christian Degree College

## SOFT and TECHNICAL SKILLS

Cross-functional Collaboration

Communication & Mentorship

Critical Thinking & Decision-making

Problem-solving

Conflict Resolution

Team Management

Detail-oriented

Workday (Core HCM, Reporting)

ServiceNow / JIRA

Microsoft Excel (Pivot Tables, VLOOKUP)

Microsoft Office (Word, PowerPoint, Outlook)

Basic Power BI

## Process Champion – HR and ANZ Payroll

Mercer | Nov 2019 – Nov 2021

- Supervised a team of 6 HR professionals, driving workload optimization and cross-training to enhance team agility.
- Delivered accurate end-to-end payroll for Australia and New Zealand, including off-cycle and scheduled payouts.
- Supervised payroll integration between Workday and ADP; validated files, identified errors, and ensured compliance.
- Acted as escalation lead and process advisor, reducing critical payroll issues by identifying root causes.
- Designed and facilitated structured training and certification programs for new hires.
- Led annual bonus and merit cycles via Compensation EIB uploads, ensuring flawless execution.
- Supported Sox audits and processed third-party vendor payments via Oracle iProcurement.
- Partnered on HR transformation initiatives across APAC; managed month-end and year-end payroll cycles.
- Bridged knowledge gaps between global teams, streamlining communication and compliance.

## HR Operations Analyst

Jones Lang LaSalle (JLL) | Jul 2017 – Nov 2019

- Managed Workday HR transactions across the full employee lifecycle, from onboarding to exit.
- Generated and shared critical HR reports (headcount, attrition, labor allocation) for business units and leadership.
- Managed Compensation EIBs; validated uploads and improved accuracy through template optimization.
- Created standardized employee letters and ensured timely distribution to stakeholders.
- Redesigned payroll timelines for India operations, improving coordination and reducing processing delays.
- Contributed to Workday implementation testing; offered insights for improved system adoption.
- Acted as HRBP liaison for India locations; supported payroll operations across India, APAC, and Sri Lanka.
- Developed attendance and compliance tracking tools for internal audit teams.
- Supported monthly financial close processes in coordination with Finance and Compliance teams.

## Process Associate – HR and US Payroll Operations

Genpact | Apr 2015 – Jul 2017

- Processed end-to-end employee transactions in PeopleSoft and Kronos, including hires, terminations, and time entries.
- Administered payroll cycles (weekly, bi-weekly, semi-monthly) for U.S.-based employees with strict SLA adherence.
- Configured federal and local tax setups, including OASDI, FICA, Medicare, and school district codes.
- Maintained tax panels, processed withholdings, and managed one-time deductions with precision.
- Audited short-term disability claims and finalized accurate termination payouts.
- Issued manual checks for adjustments; simplified discrepancy resolutions using Excel-based tools.
- Acted as team representative in HR forums; raised operational concerns and helped shape process improvements.

## PROJECTS

- **Sigma Reporting Tool Migration** | *Duration: 50 Days*  
Spearheaded the transition of all HR and business reports from legacy systems to Sigma. Executed rigorous UAT cycles, resolved data integrity issues, and ensured seamless reporting continuity for key stakeholders.
- **Workday–SAP GV Reconciliation** | *Duration: 10 Days*  
Led a critical audit and reconciliation of employee and requisition data across Workday and SAP Global View. Eliminated data mismatches and established process controls to maintain long-term consistency.
- **APAC Payroll Transition** | *Duration: 61 Days*  
Managed the end-to-end transition of APAC payroll operations to the central Pay Day team. Created detailed process maps, conducted cross-regional training, and ensured zero disruption during knowledge transfer and go-live.
- **New Entity Implementation in Workday** | *Duration: 40 Days*  
Designed and executed the creation of a new legal entity within Workday to support a business unit spin-off. Realigned organizational hierarchies, configured business processes, and validated data flows to ensure compliance and functionality.
- **Workday Payroll System Implementation** | *Duration: 70 Days*  
Owned scenario-based testing and validation during Workday payroll implementation. Identified critical system gaps, provided resolution strategies, and ensured accurate payroll processing for post-launch stability.
- **Enhancement of PeopleSoft Payroll Structure** | *Duration: 30 Days*  
Implemented two new compensation elements in PeopleSoft. Modified payroll file architecture, ensured correct calculations, and verified downstream system alignment to support accurate payroll execution.