

# WASEEM AHMED

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Human Resources professional with extensive experience in HR Operations and people business services, Employee Life Cycle Management, with performance management covering hire-to-retire processes. Proficient in managing client relationships, stakeholder communication, Adept in Workday, HR systems, data analysis, and driving operational excellence through structured processes. Strong relationship manager with a focus on employee retention, engagement, and cross-functional collaboration.



## PROFILE SUMMARY

- Possess a rich background **spanning 12 years of experience in HR Operations**, People business services management, employee life cycle and Performance management, total Rewards and stakeholder management contributing to significant operational improvements
- Currently working as **Principal Business Analyst at AB InBev** Driving strategic initiatives to enhance **employee management and operational workflows**.
- Accumulated a **wealth of knowledge in client relations**, with a proven ability to **manage large-scale projects and facilitate seamless transitions** during organizational changes.
- Earned accolades for **leading a transformative efficiency project for employee movement in 2020**, which successfully automated processes and resulted in a notable 30% decrease in turnaround time.
- Exhibited **outstanding capabilities in managing teams, for an efficiency project**, fostering a collaborative environment that promotes professional growth and enhances overall performance.
- Facilitated the **onboarding process for 1,000 craft employees**, ensuring their integration aligns with corporate strategies and enhances workforce effectiveness.
- Expertly **navigated HR process optimization**, focusing on employee movement management and performance strategies that align with organizational objectives.
- Managed the **data for 5,000 white-collar employees** during a critical transition phase, utilizing Excel as the primary tool after the decommissioning of SAP.
- Demonstrated stability and commitment to organizations, having worked with only two companies throughout the career, showcasing reliability and dedication to long-term goals.



## WORK EXPERIENCE

Principal Business Analyst | AB InBev | December 2016 – October 2024

### Responsibilities:

- Transitioned to the Target Setting Team as a Transactional Analyst, overseeing data analysis and employee movement processes to bolster North American operations, ensuring a smooth integration post-merger.
- Managed end-to-end employee lifecycle processes including onboarding of new hires, internal role transitions, and separations, while maintaining accurate documentation and generating comprehensive weekly activity and operational reports. Administered Workday system for employee master data, ensuring data accuracy, compliance, and reporting efficiency.

## CORE COMPETENCIES

Client Relationship Management

Performance Management

Operational Management

HR Systems & Process Efficiency

Compensation & Rewards Strategy

Data-Driven Decision Making

Compensation & Rewards Strategy

HR Process Optimization

Employee Engagement & Retention

## TECHNICAL SKILLS

- MS Excel & PowerPoint
- Google Sheets & LMS
- Workday, SAP
- Power BI & Salesforce
- Ticketing tool Jira

## SOFT SKILLS

- Communication Skill
- Attention to Detail
- Problem-Solving
- Time Management & Prioritization
- Emotional Intelligence
- Adaptability & Flexibility
- Collaboration & Teamwork
- Discretion & Integrity

- Led HR operations including HRIS management, benefits & compensation processing, payroll coordination, and compliance.
- Built strong client and stakeholder relationships, acting as the HR single point of contact for escalations and service resolution.
- Conducted training needs analysis and coordinated execution of employee development programs
- Handled Performance Management processes including goal setting, reviews, and feedback facilitation On SAP and Northstar
- Implemented and organized employee engagement and retention initiatives aligned to organizational objectives.

#### **Subject Matter Expert -People Team | IBM Daksh | May 2012 –June 2016**

##### **Responsibilities:**

- Led customer service operations for banking processes at Lloyds and Halifax, providing comprehensive support for credit card, loan, and overdraft account inquiries, ensuring exceptional customer satisfaction.
- Promoted to Trainer within 18 months, where developed and delivered training programs, provided ongoing coaching, and implemented constructive feedback to enhance team performance.
- Managed call quality, oversaw customer escalations, and continually improved training techniques to increase team productivity and service excellence.
- Played a pivotal role in designing customer service protocols that reduced response times, directly improving customer satisfaction and loyalty.
- Conducted performance assessments and regular feedback sessions, leading to an improvement in team performance and customer service delivery.
- Encouraged a supportive learning environment by pairing trainees with experienced team members for mentorship.

#### **PROJECTS ( ACHIEVEMENTS)**

- **Employee Retention Project (2023):** Analyzed 5 years of engagement survey data to create a dashboard that addressed key employee concerns.
- **Employee Management Project (2022):** Managed the onboarding and training of 1,000 craft employees, ensuring alignment with corporate strategies.
- **Build Operate and Transfer (2021):** Oversaw the training and transition of operations for various zones, improving response capabilities.
- **Efficiency Project performance management(2020):** Led a cross-functional initiative to automate critical business processes, increasing output and reducing processing time by 30%.

#### **CERTIFICATIONS**

- Six Sigma Green Belt
- Agile Project Management Certification

#### **EDUCATION**

- Bachelor of Business Administration
- Bangalore University, 2012

#### **PERSONAL DETAILS**

**Address** - Sathnur, 560064, Bangalore

**Date of Birth**-19<sup>th</sup> November 1989

**Languages Known** - English, Hindi, Kannada, Tamil & Urdu