

## AMRUTHA GOTETI

**Email:** gotetisaiamrutha@gmail.com

**Contact:** +91 9908129098

**LinkedIn:** <https://www.linkedin.com/in/amrutha-goteti-b44911224/>

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### Career Objective:

Dedicated and detail-oriented MBA graduate with a strong foundation in HR management and a proven track record as a Payroll Executive. Experienced in managing HRMS data and supporting HR processes for a high-profile client in the US region. Proficient in accurate data entry, addressing variances, and ensuring data integrity. Adept at collaborating with cross-functional teams, addressing inquiries on policies and programs, and maintaining the highest level of confidentiality. Demonstrates a keen understanding of attendance policies, employee groups, and state/federal laws. Excels in managing high-volume transactions while adhering to Standard Operating Procedures (SOPs). Proactive problem solver with a commitment to providing timely resolutions. Seeking to leverage my skills and experience to contribute effectively to an HR-focused role

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### Technical Skills:

- Payroll Processing
  - HRMS Data Management
  - Data entry and Verification
  - Trouble Ticketing
  - Inquiry Handling
  - Communication
  - Time and Attendance Management
  - Collaboration
  - Problem Solving
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### Work Experience:

**Cleo: Project Management Intern (January 2025- Present)**

#### Roles and Responsibilities:

- Own project outcomes from kick-off to closure, managing scope, timelines, budgets, and deliverables for customer-facing integration solutions.
- Regularly engage with customers, executives, and internal teams to provide status updates, manage expectations, and mitigate risks.
- Lead and influence cross-functional teams, including implementation engineers, to deliver positive results for Cleo and its customers.
- Conduct project kick-offs, planning sessions, and delivery meetings to align teams and ensure progress.
- Utilize Project Portfolio Management (PPM) tools to manage resources, schedules, and budgets effectively.
- Understand and communicate the value of Cleo's integration solutions to customers.
- Follow best practices for time accounting, forecasting, and budgetary management to support organizational growth.

## **Xpheno (Client: AMAZON) Payroll Corrections (September 2022- January 2024)**

### **Roles and Responsibilities:**

- Managed HRMS data and supported HR processes for the US region, ensuring precise monthly payroll provisions to Finance.
- Conducted meticulous data verification and entry, resolving discrepancies to ensure accuracy.
- Proficiently handled high-volume transactions, strictly adhering to established Standard Operating Procedures (SOPs).
- Collaborated with Subject Matter Experts (SMEs) to submit corrective actions via Trouble Ticketing, SharePoint, and defect log tracking.
- Upheld data integrity standards, maintaining the highest level of accuracy.
- Responded promptly to inquiries regarding policies, benefits, and job transfers, displaying exceptional communication skills.
- Processed payments using finance tools, contributing to seamless financial operations.
- Produced monthly payroll dashboard, exemplifying transparency and attention to detail.
- Effectively communicate findings to leaders, ensuring timely issue resolution.
- Demonstrated unwavering discretion and maintained confidentiality in all aspects.
- Addressed customer queries promptly, enhancing overall satisfaction.
- Consistently exceeded process-level Service Level Agreements (SLAs).

### **Project: ATTENDANCE MAINTENANCE:**

- Served as a central Timekeeper, managing time and attendance for multiple buildings.
- Resolved incoming time and attendance inquiries, showcasing a deep understanding of attendance policies and regulations.
- Ensured rapid, accurate data entry for streamlined operations.
- Collaborated with the Time and Attendance Manager or Point of Contact (POC) to address issues.
- Played a pivotal role in centralized time and attendance management.

### **Project: PEOPLE'S EXPERIENCE TECHNOLOGY:**

- Handled high-volume transactions, consistently adhering to Standard Operating Procedures (SOPs).
- Demonstrated a comprehensive understanding of Amazon's attendance policies and relevant laws.

### **Project: LMAQ:**

- Follow Standard Operating Procedures (SOPs) to perform manual audits and resolve outliers / exceptions.
  - Identify patterns emerging in the audits and contribute to process/program improvements.
  - Provide timely response to stakeholders on related tasks as per SOP and SLA.
  - Systematically escalate problems to the relevant owners/teams according to pre-determined process.
  - Maintain records of day-to-day work by updating trackers or workflow tools.
  - Meet business metrics and goals i.e. SLA, productivity, quality and utilization benchmarks.
  - Understand performance metrics for driving business goals.
  - Work in a collaborative environment and contribute to the growth of the respective team/program.
  - Develop a global perspective and understand the nuance of various geographics that client operates in.
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**Educational Details:**

- Completed MBA in HR from Vishnu Institute of Technology Bhimavaram (JNTUK) in 2022 with 78.6%.
- Completed Bachelors of Science- Chemistry from Aditya Degree College with 86.1%

**Declaration:**

I hereby declare that the above information is correct and true to the best of my knowledge.

**G. Sai Amrutha**