

## RINOLD ROSARIO P J

rinoldpj@gmail.com

+971 55 684 0762 +91 88383 34227

Passport: U4537742 VISA: [VISIT]



### SUMMARY

Detail-oriented professional with Two years of hands-on experience at Tata Consultancy Services (TCS), supporting a major US-based retail client in IT Operations. I Hold an MBA in Human Resource Management and Business Analytics, with a strong understanding of HR operations, employee onboarding, payroll coordination, and UAE labor compliance. Currently based in the UAE and actively seeking entry-level to mid-career roles in **IT Support, IT Admin, HR Operations, or Business Associate** roles. Open to dynamic opportunities where I can contribute to seamless operations and organizational growth.

### EXPERIENCE

<b>Aug-2021 To April-2023</b>	<div><b>Tata Consultancy Services (TCS), Chennai</b>      <b>CLIENT: Advance Auto Parts</b></div> <div><b>Process Associate (IT Operations – US Retail)</b></div> <ul style="list-style-type: none"><li>Served as the <b>primary liaison</b> for client <b>AAP USA</b>, ensuring smooth communication between senior management and the support team.</li><li>Oversaw daily management activities and consolidated team reports on POS System performance, incidents, and maintenance tasks for leadership review.</li><li>Coordinated <b>resource allocation and workload distribution</b>, enabling efficient handling of client requests, escalations, and SLA commitments.</li><li>Monitored team-driven incident management and system monitoring processes, ensuring timely resolutions and minimal downtime.</li><li>Generated and presented performance dashboards and SLA reports, driving accountability and providing insights to senior management.</li><li>Facilitated seamless collaboration between support, development, and change management teams, ensuring smooth deployments and uninterrupted service delivery.</li><li>Prepared and managed the team's monthly roster, assigning day and shift schedules to ensure optimal coverage and smooth operations.</li></ul>
-------------------------------	---

### EDUCATION

<b>2017-2020</b>	Sacred Heart College, Tirupattur District, Tamil Nadu, India. <b>BSc Computer Science</b> Grade: First Class
<b>2023-2025</b>	Jeppiaar Institute of Technology, Kunnam, Sriperumbuthur, Tamil Nadu India. <b>MBA (HR &amp; Business Analytics)</b> Grade: First Class

### SKILLS

- HR generalist, onboarding, employee relations, recruitment, UAE Labor Law, HRIS, SIMS.
- HR operations, benefits administration, employee engagement, new hire induction, DAX system, exit interview.
- HR policies, staff support, multicultural environment, offboarding, compliance, document management.
- contract preparation, payroll coordination, NOC issuance, employee lifecycle, ERP systems, labor compliance.
- performance reporting, HR analytics, grievance handling, HR project support, internal communication, data accuracy.
- HR compliance, HR reporting, offer letters, recruitment cycle, employee files, payroll support.
- Naukri Gulf Certified Recruiter** with proven knowledge in recruitment and HR operations.

## LANGUAGES

- Tamil
- English
- Telugu

## INTERNSHIP EXPERIENCE

### **CEAT Tyres Ltd, Chennai Plant. [Jan - Feb 2024]**

#### **Responsibilities:**

- Collected "Preventive Maintenance"(PM) Check Sheets from all 4 Business Units (BUs) (BU 1 to BU 4).
- Consolidated and organized the collected data.
- Submitted the combined data to the SAP Support Team for the creation of General Task Lists in the SAP application.

#### **Accomplishments:**

- Successfully streamlined the preventive maintenance process by facilitating the creation of organized task lists in the SAP application.
- Demonstrated proficiency in handling data collection, organization, and submission, contributing to efficient maintenance operations at the plant.

- **Hyundai WIA India Pvt Ltd, Tiruvallur [Aug 2024]**

- Assisted the HR team in maintaining accurate employee attendance records and monitoring leave balances using **Zoho People** HRMS, ensuring timely updates for payroll processing.
- Supported leave management by processing requests in compliance with company policies and coordinating timely approvals.
- Helped generate monthly attendance and leave reports, contributing to payroll calculations, compliance audits, and reducing data discrepancies.
- Collaborated with the payroll team to prepare reports on absenteeism, overtime, and leave trends for management review, ensuring accurate salary disbursements.

- **OJI India Packaging Pvt Ltd, Tiruvallur [Jan - March 2025]**

- Assisted in end-to-end recruitment activities including screening resumes, scheduling interviews, and following up with candidates.
- Supported employee engagement initiatives by conducting surveys and analyzing feedback to suggest actionable improvements.
- Helped maintain and update HR records and databases through **GREYTHR** HRMS, ensuring accuracy and confidentiality of employee information.
- Participated in daily HR operations such as onboarding documentation, attendance tracking, and coordinating training sessions.

## CERTIFICATIONS

- **NPTEL Certification [National Programme on Technology Enhanced Learning]**

**Courses:** Principles of Management, Organizational Behavior, AI in Human Resource Management.

**Grade:** First Class

- **Naukri Gulf Certified Recruiter, Oracle Certified HCM Professional**

## HOBBIES & INTRESTS

Cars and it's tech with respect to value for money analysis. Cricket analysis and Mobile camera Tech.

## DECLARATION

I declare that the above-mentioned information is true and accurate to the best of my knowledge.



Rinold Rosario P J