

RINOLD ROSARIO P J

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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

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

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