



SNEHA AHUJA

Assistant Manager

PROFILE

Dynamic HR professional with 5 years proven expertise in leveraging SAP and SuccessFactors to drive recruitment and payroll efficiencies. Excelled in data analytics and enhancing onboarding processes. Skilled in fostering team development and adept at managing complex HR systems, ensuring compliance and operational excellence.

CONTACT

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EDUCATION

National Institute of Business Management

MBA, Human Resources Management (Feb 2010 - Aug 2011)

Pt. Ravishankar Shukla University

Bachelor of Business Management (Jun 2006 - Jun 2009)

WORK EXPERIENCE

EXL, Bengaluru

Assistant Manager Oct 2022 - Present

Tools: SAP, SuccessFactors, ServiceNow, Excel, Appian, XMS Portal

- Leveraging data and analytics to enhance recruitment, selection, and onboarding processes.
- Leading the automation of employee life cycle processes, achieving a 20% reduction in Turnaround Time (TAT), enhancing efficiency and streamlining workflows.
- Developing dashboards to summarize and highlight key data insights.
- Working with management to create performance measurement, employee development and employee compensation strategies.
- Conducting training sessions for new hires and existing staff to ensure compliance with company policies and procedures.
- Screening candidates and completing checks within SLA, ensuring compliance in data collection is followed.
- Coordinating with the Law and Advisory team on employee settlement agreements.
- Identifying gaps in SOPs, modifying business comms and partnering with clients to secure approvals.
- Provide coaching and advice to leaders and team members.
- Led a project to retrieve and migrate data, delivering high efficiency.
- Recognized with client appreciations and company awards for excellence.

SKILLS

Recruitment
Onboarding
HR Operations
Payroll
Attendance Management
Leave Management
HR Policy
HR Letters
Attrition Management
Offboarding
Garnishment Orders
Training and Development
Asset Management
HRMS
HRSD
Employee Relations

LANGUAGES

English (Full Professional Proficiency)
Hindi (Native)

BYJU'S, Bengaluru

Human Resources Specialist - Payroll & Time (Apr 2022 - Sep 2022)

Tools: SAP, SuccessFactors, Freshdesk, Excel

- Managed timekeeping records of employees to ensure accuracy in payroll processing.
- Calculated and processed one-time inputs such as notice pay buyout, severance pay, leave encashment, and bonuses.
- Processed full and final settlements efficiently.
- Resolved payroll, leave, and attendance issues via Freshdesk.
- Worked on process documentation and tested chatbot application.
- Addressed queries related to benefits, arrears, taxes, insurance, and income tax declarations.

Amazon, Bengaluru

Senior Associate HR (Jun 2020 - Aug 2021)

Tools: ADP, PeopleSoft, Salesforce, Excel, LinkedIn Recruiter, Naukri.com

- Supported U.S. employees with HR-related queries and issues.
- Contributed to the talent acquisition efforts by screening resumes and facilitating the hiring process, reducing time-to-hire by 35% and time-to-cost by 40%.
- Managed employee data using PeopleSoft, and other HR tools.
- Resolved payroll, benefits, garnishment orders and termination-related discrepancies via Salesforce Panorama.
- Handled escalation calls and provided detailed trend analysis.
- Ensured case resolution within SLA timelines.
- Analyzed data and created reports for senior management.

Amazon, Pune

Customer Service Associate (Sep 2018 - Jan 2020)

Tools: Customer Service Central, Softphone

- Handled 90+ customer calls daily, consistently maintaining high-quality standards.
- Provided email and chat support to U.S. customers.
- Recommended updates to chatbot data based on common customer queries.
- Received multiple awards for outstanding service and accuracy.
- Assisted as a subject matter expert.
- Demonstrated active listening skills when responding to customer questions and complaints.
- Maintained a calm and professional demeanor during escalations.