

AMAN SHAIKH

HR Services | Analytics Enablement, People Experience and Technology.

PROFILE:

Possess exceptional reverse engineering & analytical skills. Quick learning & adaptation capabilities with 'Can do anything' approach.

Having excellent communication skills and team orientation with proven leadership capabilities & ability to integrate out of the box thinking & problem-solving analysis to improve processes, systems & methodologies.

EDUCATION:

B.E Mechanical-Pune University
2018, First Class.

Diploma in Mechanical-MSBTE
2014, Second Class.

SSC-MSBSHSE
2011, Distinction.

PERSONAL DETAILS:

Full Name: Aman Samsher Shaikh.

Phone: 8830758082

Email: pamashai08@gmail.com

Languages Known: English, Hindi, Marathi, Urdu, Arabic.

Hobbies: Gardening, Drawing, Fishing, Teaching, Travelling, Cricket, History.

Marital Status: Married

Date of Birth: Feb 8th, 1996

CERTIFICATIONS & BADGES:

- Database for Developers.
- Tableau by Simplilearn.
- Data Analytics & Visualizations.
- Data Stewards Foundation.
- AWS Cloud Economics.
- AWS Business Accreditation.
- Six Sigma Yellow Belt.
- SAP ERP Essentials.
- Advance Excel Formulas.
- Applied AI for Human Resources.

1. Name of the company: Wolters Kluwer.

- Designation:** HR Service Delivery Representative.
- Duration:** July 2023 to June 2024.
- Process:** Asia Pacific.
- Job Description:**

Responsible for providing support to current and former employees, and other internal/external stakeholders. Serving as the first point of contact, handling queries related to HR policy/process, Payroll, Benefits, Compensation, Talent, Mobility, Immigration, leave of absence management, as well as the execution of HR administrative transactions. Inquiries are received through Workday case management, Trouble ticketing, system notifications, across Asia Pacific.
- Key Responsibilities:**
 - Educated employees on the HR services available and encouraged the use of self-service tools such as the HR Portal knowledge base and other systems. Aided in navigating self-service and HR technology tools as appropriate.
 - Responded to routine and complex HR related queries within generalist scope and areas of expertise including Leaves, Onboarding, Statutory Benefits, Corporate Benefits, Password Resets, General HR Programs, Process and Systems. Took appropriate investigative action, determined root causes of issues, provided subject matter input required, and accessed information/data necessary to ensure appropriate resolution.
 - Diffused escalated employee situations through high-level problem solving. Used discretion in routing escalations for additional support.
 - Processed transactions in support of HR functions, including, onboarding, data entry, filing, sending correspondence, etc. Acted as Service Delivery liaison and main interface to HR COE and other HR colleagues to ensure efficient, accurate, and timely resolution of cases ensuring that resolution of escalated requests met policy, service level standards, and metrics.
 - Developed Workday business process knowledge and supported all onboarding transactions within required SLA.
 - Stayed informed of HR initiatives, programs, and policy changes through COE, Market, and LOB HRBP contacts and ensured that Service Delivery teams were fully briefed and able to respond to associated queries.
 - Contributed to delivering, maintaining, and improving HR services, self-service options, procedures, and processes to increase employee satisfaction, drive performance, and achieve results. Continuously evaluated and identified opportunities to drive process improvements that positively impacted employee experiences.
 - Conducted Live Meetings with new joiners for orientations/HR Service Delivery topics.
 - Proactively identified and implemented process improvements to streamline operations and enhance user experience.
 - Undertook special projects and assignments as directed by management.

- Elementary Drawing Grade,
- Intermediate Drawing Grade Certificate.



SKILLS:

| | | | |
|------------------|------------|------------|-------------|
| Workday | Salesforce | Peoplesoft | JIRA |
| ADP | SAP Concur | Power BI | Tableau |
| Kronos Time-card | iCIMS | Excel | Zoho People |

Other Skills: AWS, MS-Suite, SharePoint, Visio, Power Automate, Alteryx, Trouble ticketing, Google Ads, Amazon-Quicksight, Amazon-WorkDocs, MS-SQL Server, Visual Studio Code, Github, OKTA, Siemens Edge, Solid works, CATIA, Master-CAM, AI tools etc.

TRANSACTIONS:

❖ Workday:

Onboarding

APAC hire transactions

Employment Agreement Revision, including compensation changes and date of joining revisions

Workday help queue management for complex HR queries (service support)

One-time payment processing (Sign-on bonus, shift allowance, crèche day care reimbursement, referral bonus)

Lateral moves, promotions, demotions, and internal transfers.

Projects:

I. Workday Help:

- Collaborated with the product management team and global HRIS team for Workday Help, a new case management system for HR and other queries, replacing the traditional ticketing system.
- Facilitated discussions between HR partners, product owners, and the global HRIS team to address technical questions and enhance user experience.
- Conducted hygiene checks post-launch to ensure smooth operation and closely followed up on necessary changes.
- Acted as a liaison between the HRSD and Global HRIS teams, ensuring alignment and effective communication.
- Assisted in reviewing the Workday Help dashboard, ensuring team readiness and alignment.
- Reviewed the dashboard provided via Power BI to help understand team metrics.

II. Workday Absence Management:

- Served as the liaison between project management, global HRIS, and HRSD teams.
- Assisted in implementing leave policies and processes in collaboration with project management and the global HRIS team.
- Led absence management for India, Korea, and the Philippines as the face of HRSD team.
- Facilitated communication between Benefits team i.e policy makers and the global HRIS team to optimize process implementation within Workday.
- Led System Integration Testing (SIT) and User Acceptance Testing (UAT), ensuring proper setup and adherence to leave policies and application process.
- Provided critical feedback and instructions to the global HRIS team during implementation.
- Generated critical leave reports and ensured accurate data migration from ADP.
- Managed go-live activities, ensuring the accuracy of employee leave balance sheets and resolving discrepancies promptly.
- Reviewed Workday reports for accuracy and correct data tagging.
- Trained the HRSD and Payroll team on report review processes and conducted routine hygiene checks.
- Collaborated with the Payroll team to address any discrepancies related to leave management and pay.
- Created Workday articles for leave policies outlining the different types of leave and their applications. This was a collaborative effort with the HR Specialist, and the documentation was smoothly handed over to the newly created Workday Help article team.

III. One-Time Payments:

- Coordinated with the global HRIS team to set up Shift Entries as part of the Workday Request form.
- Ensured adherence to shift allowance policies and optimized the setup through feedback and collaboration with employees, HR partners and the HRIS team.
- Worked with the Payroll team to ensure accurate reporting and payment of shift entries, preventing double payments and addressing discrepancies found with ADP reports and the workday reports.

- Additional Projects:** Onboarding documents, Revised Employment Agreements, Revision of pay structure etc.

- Tools used on the job:** Workday HCM, ADP Pay, People-Doc, Office, Excel, JIRA, Power BI, SharePoint etc.

Documentation and request process letters.

Rescinds/No shows.

Workday articles and reporting.

Workday Absence Management.

❖ **Salesforce:**

Leave case management.

Accommodation reports management.

Knowledge Base Article creation.

Employee records management.

Handling escalations.

Payroll data documentation.

Queue handling via calls and Async messages.

ACHIEVMENTS & EXTRA CURRICULAR ACTIVITIES:

Amazon Data content gap champion.

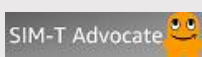
Amazon Thrive Metrics champion.

Amazon SIM-T Advocate.

Participation in 'National Conference on Advances to Education & Research'

Engineering Project Paper-Surveillance Robotic Vehicle.

Participation in State Level Event-Quiz Competition- Automobile Engineering.



2. Name of the company: Amazon.

- **Designation:** Human Resources (ERC-DLS).
- **Duration:** November 2021 to December 2022.
- **Process:** USA, ZAF and India.
- **Job Description:** Providing HR assistance to Amazon employees, in the form of accurate, consistent, and timely responses to inquiries through various contact channels – CCP, Salesforce, SIM-T, Amazon A to Z. Primarily helping Amazon employees find answers to their questions and solve their complex HR problems related to leave-accommodation, payrolls, benefits, documentation and metric reports.
- **Key Responsibilities:**
 - a) Communicated, managed, and implemented human resources policies, procedures, and practices for designated employees.
 - b) Recommended and implemented strategic directions for people development within the company.
 - c) Performed root-cause analysis of HR-related issues when escalated.
 - d) Administered benefits, including insurances and leave management.
 - e) Managed employee data, including job-related and personal data changes, data audit, etc.
 - f) Responded to employee and ex-employee queries on various HR policies via the HR helpdesk.
 - g) Collaborated with other HR support groups to ensure completion of assigned tasks and responsibilities within stipulated SLA.
 - h) Processed employee confidential data in a safe and secure manner, pulled data that was pertinent and allotted for individuals, thereby initiating leave of absence cases by processing data into shared Salesforce-CRM.
 - i) Managed employee payroll data related to leave of absence and Kronos timecard.
 - j) Verified critical documents supporting leave of absence following standard operating procedures and escalated when cases were not resolved.
 - k) Provided data, identified root causes, and created action items and countermeasures for improving policies and methodologies.
 - l) Served as the first point of contact for leave, disability, and accommodation related policies and data inputs.
- **Tools used on the job:** Salesforce, ADP Pay, SIM-T, PeopleSoft, Kronos Time, Asana, MS-Office etc.

3. Name of the company: Teleperformance Global Ltd.

- **Designation:** Sr. CSA (Service Management).
- **Duration:** May 2020 to Feb 2021.
- **Clients:** a) Instacart Pvt Ltd. b) Flipkart India Pvt. Ltd.
- **Job Description:** Acted as the escalation specialist, addressing all escalated customer queries regarding supply chain, logistics, payments, etc. Conducted proactive analysis of misplaced products, reverse shipments, payments, etc., ensuring the best possible resolution for customers.
- **Tools used on the job:** OKTA, Smart-Assist, Jeeves CRM, Excel etc.