

Renny Stella P A

Cell: 8749064603

Email ID: rennystella07@gmail.com

DOB: November 7th, 1989

Work Experience: 13 Years

Skills Summary

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|--|------------------------------|---------------------------|
| ❖ Global HR Shared Services & Operations | ❖ Case/Issue Management | ❖ ADP/Paysqaure/Payroll2u |
| ❖ Global HR Case Management | ❖ Global Onboarding | ❖ Kronos Dimensions |
| ❖ Ethics and Compliance Leader | ❖ Stakeholder Management | ❖ Oracle Fusion |
| ❖ Employee Relations | ❖ DTP creation for processes | ❖ HR Automation |
| ❖ HRIS Implementation | ❖ Workday Project Manager | ❖ RCA-STAR champion |
| ❖ Background Verifications' | ❖ ServiceNow | ❖ QC Management |
| ❖ Radford Compensation | ❖ Performance Management | ❖ Vendor Implementation |
| ❖ Employee Engagement | ❖ Rewards and Recognition | ❖ HRBP |
| | ❖ Grievance Handling | ❖ Salary Benchmarking |

Geographies Covered: APEC, EMEA, APAC

10/2023– Current

Saviynt, Bangalore

HR Manager

- Lead the intake, investigation, and resolution of ethics-related concerns, ensuring adherence to firm values and ethical standards.
- Developed and execute investigation plans, conduct interviews, collect evidence, and document findings in the case management system.
- Collaborated with cross-functional teams including HR, Risk Management, Legal, and IT to address compliance issues effectively.
- Delivered ethics training and communications, fostering awareness of firm policies and ethical responsibilities.
- Conduced root cause analyses, identify vulnerabilities, and implement corrective actions to mitigate risks and prevent recurrence.
- Administered and presented comprehensive reports to management, highlighting compliance trends and recommending process improvements.
- Managed escalations efficiently, ensuring timely and satisfactory resolution of issues related to POSH, EU Ombudsman matters, and non-compliance concerns.
- Led the development and implementation of comprehensive ethics and compliance programs, ensuring adherence to regulatory requirements and organizational standards.
- Established, reviewed, and maintained policies on ethical conduct, anti-corruption, and corporate governance, fostering a culture of integrity.
- Research, review, monitor and ensure that the organization adheres to applicable employment laws and regulations.
- Managed escalations efficiently, ensuring timely and satisfactory resolution of issues related to POSH, EU Ombudsman matters, and non-compliance concerns.
- Established desktop procedures for the organization to easily comprehend the processes to be complaint.
- Assisted employees with the UK ACAS processes.
- Managed investigations of reported ethical violations, applied root cause analysis (RCA) to identify systemic issues and implement corrective actions.Managed and administered employee disciplinary meetings, terminations, and investigations.
- Collaborated with legal, HR, and the CXO/Senior Leadership Team to address regulatory changes,

- resolve compliance issues, and manage investigations.
- Lead employee disciplinary meetings, terminations, and investigations.
- Maintained compliance with federal, state, and local employment laws and regulations, and recommended best practices, reviewing policies and practices to maintain compliance.
- Led ongoing evaluations of the human resources landscape and communicated with stakeholders to define requirements for designing and implementing solutions.
- Applied project management procedures and best practices to HR initiatives.
- Recommended business system and process changes to improve and refine the capabilities of human resources systems.
- Responsible for communicating HR system implementation updates throughout the project lifecycle.
- As a Workday HRIS Project Manager, supervised the implementation and maintenance of the Workday Human Resources Information System. Managed project timelines, collaborated with cross-functional teams, and ensured alignment with business requirements to drive successful project outcomes.
- Supervisory Responsibilities: Recruited, interviewed, hired, and trained new employees in the department. Administered daily workflow and provided constructive and timely performance evaluations.
- Provided support and guidance to HR generalists, management, and other staff when complex, specialized, and sensitive questions and issues arose. Administered and executed routine tasks in delicate circumstances, such as providing reasonable accommodations, investigating allegations of wrongdoing, and terminations.
- Assisted in revising job classification specifications, collaborating with departmental managers to understand the skills and competencies required for openings.
- Analysed trends in compensation, researched, and proposed competitive base salaries to ensure the organization attracts and retains top talent using the Radford Compensation tool.
- Employee Engagement: Advanced engagement through regular interactions such as skip-level meetings, discussions, Top Talent Connects, and Leadership Connects for the account. Organized skip-level meetings and ensured smooth onboarding for new employees, including lateral hires, campus recruits, and those transitioning from other accounts.
- Implemented the Amber Survey tool by inFeedo to enhance employee engagement.
- Administered PIP initiation, monitored progress consistently, and ensured timely closure.
- Addressed non-performance cases with swift and appropriate action, as well as promptly resolved all bench cases.
- Acted as a key point of contact for reporting concerns, ensuring confidentiality and appropriate resolution of ethical and compliance matters.
- Provided advice and counsel to department heads, managers, and employees on updating and interpreting policies and programs.
- Assisted in other large-scale projects, including analysing new business requirements, assessing different methods of approach, and implementing vendor solutions within the current business system architecture or new SaaS systems.

06/2022– 10/2023

Revature LLC, Bangalore

Senior HR Manager

- Led and managed the entire HR Operations and HRSS vertical for India, the US, and Canada. Responsible for managing the employee lifecycle, from onboarding to offboarding, including background verification, benefits, and various functions, while serving as the primary point of contact for all compliance-related HR issues.
- Facilitated employee training sessions on topics including anti-corruption, data privacy, anti harassment and discrimination and workplace ethics.
- Managed HR processes related to day-to-day lifecycle activities, including recruitment, offboarding, relocations, expense reimbursements, pay increases, project deployment memos, direct hires, bench processes, and other related activities.
- Created policies and guidelines for HR Services business processes and workflows, ensuring consistent implementation across HR Services.
- Oversaw HR Connect services, including case management, workflow, employee and manager inquiries, and HR system transaction processing, ensuring timely delivery.

- Independently planned, designed, and reported on HR programs and initiatives, recommending process improvements.
- Mentored team members through problem definition, issue identification, work plan development, and conflict management.
- Set SLAs for each process with defined quality parameters.
- Engaged in the Workday project for Revature from the ground up with Huron consultants, participating in implementation, integration, and end-to-end test execution.
- Collaborated with the legal team to communicate requirements related to HR compliance, legal, and regulatory programs.
- Handled employee-related legislative and regulatory changes, ensuring updates were incorporated into HR systems, policies, and practices.
- Researched changes in laws and regulations, analyzed their impact on the organization, and communicated findings to stakeholders.
- Managed regular audits to ensure data integrity and compliance with regulations.
- Discreetly handled sensitive employee reports and information.
- Prepared and delivered compliance-based communications and training for employees.
- Managed HR compliance by developing procedures, processes, and policies to improve the company's compliance standing.
- Liaised with Teamlease, a third-party vendor, to stay updated on employee-related regulatory and legislative changes, ensuring all updates were integrated into HR practices and systems.
- Collaborated with HRBPs on matters of employee grievances, PIPs, and disciplinary issues.
- Worked on special projects, leading a small team and managing routine technical or operational activities (both national and international). Took ownership of work priorities and processes, requiring sign-offs as necessary.
- Challenged the validity of existing procedures and processes to drive enhancements, improvements, or complementary solutions.
- Gained a deep understanding of clients' internal processes and workflows to improve service delivery through calls, emails, or chatbots.
- Collaborated with solution architects to shape transitions through RIF and RFP processes.
- Delivered HR tool implementation plans.
- Partnered with clients to lead projects, providing guidance, mentorship, and best practices to prepare for potential system transitions.
- Provided knowledge transfer, resources, and support to improve client processes and assist the team with future endeavors.
- Ensured the accuracy of content and materials prepared for the team, such as job aids and walkthrough.
- Coached and trained agents on improving customer interaction and provided advisory guidance.
- Created effective meeting agendas to address client needs and concerns, developing reusable assets for program management processes.
- Led the Global Mobility Team as the delivery lead for 64 countries

04/2017 –08/2021

Ocwen Financial Corporation, Bangalore

Senior HR Specialist (SME) HR Operations and Global HR Shared Services

- Initiated HR process design with potent knowledge of HR Shared Services and HR Contact Centres, Followed HR best practices, as well as understanding of Ocwen HR process and HR policies.
- Set up and Stabilized HR Helpdesk for US, Philippines and India.
- Resolved all level of queries related to Employee grievances, discrimination, benefits, payroll, absent management - LOA, time management and training.
- Ensured that outcomes of investigations were communicated appropriately while maintaining strict confidentiality.
- Investigated allegations of misconduct involving harassment, discrimination, conflicts of interest, and fraud.
- Provided expert guidance on compliance policies to employees and leadership, resolving complex inquiries with clarity and precision.

- Developed and maintained compliance policies, ensuring alignment with regulatory requirements and organizational goals.
- Analyzed data to identify emerging risks, compiled trend reports, and presented actionable insights to senior stakeholders.
- Supported the development of compliance communications and training programs tailored to diverse teams and regions.
- Actively participated in conducting thorough investigations into allegations of misconduct, including fraud, harassment, and conflicts of interest, ensuring a confidential, impartial, and legally compliant process.
- Assisted in generating HR letters as requested by employees including Visa letters and documents.
- Implemented the Service Now tool (SNOW) for the betterment of the HR Helpdesk Process.
- Executed time keeping and time management tools for US and Philippines.
- Ensuring the Payroll inputs are sent within the cut-off date with utmost accuracy and progression of pay on a bi-weekly basis.
- Assisted in resolving employee grievances, conflicts, and was a part of the POSH committee
- Leave of absence for US and Philippines. (CIGNA, Prudential)
- Partnered with the benefits centre of Ocwen for US employees (and Bswift/SmartBen)
- Implemented HR CONNECT - Service now ticketing tools for all geographies – A one stop show for all employee queries
- HR Virtual Assistant chatbot Project - Olivia was developed to provide quick, automated responses for Human Resources queries with an interactive chatbot. As part of the project, helped in conceptualizing and designing the functionality of the chatbot including the User Interface.
- Processed and updated new hire, promotions and exists employees on HR records, help new joiners to update details on Oracle Fusion and ADP Vantage across 3 locations. (U.S, Philippines and India)
- Maintained all service level agreement SLAs and Turnaround time. Provide training to new joiners and existing employees on process improvement and tools.
- Responded to escalated queries on priority basics. Work closely with the team and management to identify and implement process improvement overall.
- Additionally, worked on projects with successful Transitions of U.S, Philippines and Human Resource Shared Service Helpdesk.
- **US Background Verification:** BGV for all new hire for Ocwen US location. Ensure all Audit requirements for BGV are as per compliance policy.
- Employment verification process, educational and previous employment documents with federal and county search record management with the third-party provider.
- **Onboarding:** Interacted with various levels of candidates, human resources and hiring managers to schedule interviews, including candidate travel. Maintained information in the Applicant Tracking System (Taleo/OBC) and other Human Resource Information Systems. Accountable for accurate completion of the new hire paperwork and personnel files and On-boarded new hires into Oracle Fusion, processing of relocation paperwork, as applicable.
- Led the project on migrating traditional email queries to Service Now workflow tool for HR case management. **(HR CONNECT)**
- Transitioned manual call center process to **Livevox** application in order to track the number of calls.

04/2014 to 04/2017

Accenture Services Bangalore
HR Senior Subject Matter Expert

- Ensured timely and accurate documentation of all investigative activities, maintaining confidentiality and adhering to best practices.
- Developed communication materials, including newsletters, guidelines, and FAQs, to keep staff informed about the organization's ethics and compliance programs.
- Ensured the organization's ethics and compliance program is up-to-date and fully operational, aligning with legal and industry standards.

- Maintained records of investigations, compliance audits, and ethics-related complaints. Track and report on investigation trends and metrics to senior leadership.
- The HR Shared Services: Specialization in US Absence Management.
- Act as a primary HR specialist for employees in assigned areas. Effectively built and managed relationships.
- Identified and updated the process documentation utilized by the team. Researched and resolved employee request.
- As a HR specialist handled leave requests/inquiries for Accenture employees in North America region to meet the service delivery needs/requirements.
- Hands on experience with WA, NJ, NY and CA (few other states included) federal laws on Absence Management and ADA (American Disability ACT) significant pointers.
- Worked in close liaison with the accommodation and ergonomic team.
- Followed up with the employee for the return to work note and any medical note required for the continuation of a leave of absence.
 - Managed a team of 10 Analyst.

The major deliverables would be:

- ✓ Identifying opportunities for possible errors/escalations and process improvements by performing a deep dive check and rigorous audit to ensure all process steps are followed accurately as per the set guidelines & provide feedback to the team members if any opportunities identified.
- ✓ Managing customer centric operations and ensuring customer satisfaction by achieving delivery & service quality norms.
- ✓ Perform Root cause analysis in case of SLA breach, accuracy and take the corrective actions
- ✓ Required to identify, assess and resolve complex issues/problems within own area of responsibility and operating independently.
- ✓ Worked partially on Benefits and supported Onboarding.
- ✓ Managed Time reporting for 100 plus employees each pay period and handled over 300 LOA (leave of absence) cases.
- ✓ Processed payroll on an on-cycle paycheck (payroll) for biweekly, weekly and monthly employees in addition to processing of daily off-cycle pay based on client requests.
- ✓ Provided training on the process for new joiners and refresher trainings to the team to eliminate possible errors.
- ✓ Peopleline (HR Contact Center) – Provided support to escalated assistance for absence management questions that are routed from Peopleline and Supported the Peopleline process for cross-functional business requirements, primarily supporting the entire Accenture NA region with any HR related queries, which comprises of Benefits, Pay, 401K deductions, multi-state taxes etc. Have trained the Peopleline HT contact centre on queries related to absence management in order to drive the FCR (First Call Resolution) project.
- ✓ Advise as per new approaches, policies, and procedures to affect continual process improvements to ensure efficiency of HR processes and Process and maintain records of employees on leave as per US Labour laws and acts for audit purposes.
- ✓ Acknowledged for setting a benchmark in LOA process with zero defect Spot Awards for achieving 100% customer satisfaction on all parameters with highest no. of survey's.
- ✓ Awarded Numero Uno twice for successfully managing and excelling in all the process deliverables within stipulated timeframe and Identify and update process documentation utilized by the team.

08/2011 – 12/2012

Northgate Arinso

Senior HR Advisor

- Managed a team of 10 Analyst.
- Handled queries on Leave of absence for a third-party vendor (Convergys) and reviewed the Health Care Providers Note (HCP).
- Decision making authority to approve or reject the medical documentation and the return to work note from the physician
- This included BGV - Report discrepancies discussion with employees, Submit Purchase Order to Finance for the pay out, BGV SLA vendor tracking

08/2008– 02/2011

Orient Genral Trading India Pvt.Ltd

HR Marketing Executive

- Developed and executed HR and marketing strategies to promote company products and services, enhancing brand visibility and market reach.
- Conducted HR and Market research to identify trends, customer preferences, and competitive insights, supporting informed decision-making.
- Coordinated with cross-functional teams to create impactful marketing campaigns, including digital and traditional channels.
- Fostered relationships with clients and stakeholders to drive customer engagement and retention.

Education

03/2007 05/2010	Jyoti Nivas College (Autonomous) Bangalore Mass Communication Degree (CEOEP-Communicative English, Optional English, Psychology)
03/2005 – 03/2007	Jyoti Nivas College, Autonomous College
06/2000– 03/2005	Good Shepherd Convent, Bangalore - India