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Objective

As a dedicated HR Operations professional with over 6 years of experience in the staffing /NAPS sector, I am committed to leveraging my expertise in employee life cycle management, payroll processing, statutory compliance, and team leadership to drive operational excellence and client satisfaction. I thrive in dynamic environments, excel in managing ambiguity, and am passionate about contributing to the success of an organization through continuous learning and innovation.

Experience

- **Randstad India Private Limited** Nov -2022 - Working
Lead - Client Success Team- Operations (Consultant)
 - Act as a Key Account Specialist for major clients, handling employee onboarding, payroll, invoicing, attendance, payments, travel bookings, and employee grievances to ensure seamless service delivery.
 - Manage end-to-end HR operations, including employee onboarding, inductions, payroll, FNF processing, BGV, Increments, Contract extension and Complete employee life cycle management for new and existing employees.
 - Prepare payroll inputs and process timely payouts, like Full & Final settlements, incentives, variable pay, bonuses, reimbursements, and additional payouts as per client requirements.
 - Oversee invoice processing aligned with client requirements and ensure timely payment collection.
 - Handle asset management, travel bookings, employee grievances, and related queries efficiently.
 - Administer disciplinary action procedures, statutory letters, and legal actions where required. statutory letters and legal action taken.
 - Maintain comprehensive databases and perform additional duties as assigned to ensure smooth operations.
 - Employee inductions / Helpdesk/ Grivence handling for all the new joiners & existing employees.
 - Responsible for Better Service Delivery on time & Clients satisfaction.
 - Focus on delivering exceptional service quality and ensuring high client satisfaction.
- **Teamlease Services limited** Sep -2021 - Nov -2022
Executive On-Site. (HR Operations)
 - Managed largest Accounts for end to end Operation of NEEM & NAPS projects.
 - Handeled a Team of 13 On sites to provide all recruitment services for Pan India Level.
 - Coordination with internal team for back-end related work for all the new hires.
 - Payroll Processing & Maintain Leave record.
 - Follow up for payroll inputs and payment with the client.
 - Facilitates the management team to bring best solutions for Clients.
 - Responsible for coordinating with the Invoicing team ensuring that the Invoice is raised accurately and timely, collection of dues from clients, and payouts to the deputies as per the stipulated time.
 - Disciplinary action procedures.
 - Perform other duties as assigned.
 - Define the quarterly/periodic communication plan for the client.
 - Maintained healthy relationship with clients to increase the numbers of associates.
 - Conceptualize and implement client specific engagement activities based on the need of the client in order to keep the client updated on the happenings and increase the engagement level.
- **Innovsource Services Pvt Ltd** June -2019 - Sep -2021
Client Services Executive
 - Manage end-to-end Operation of temp staffing clients.
 - Handling employee grievance and Query management.
 - Documentation, Appointment Letters generation and back-end related work for all the new hires.
 - Attendance Preparation & Maintaining Leave record for payroll.
 - Conduct weekly and monthly meetings with respective Business Units.
 - Payment marking, Invoice booking and follow up for payment collection with the client.
 - Facilitates the management team to bring best solutions for employees.

- Disciplinary action procedures Warning, Absconding, Termination & relieving.
- Perform other duties as assigned.
- Conceptualize and implement client specific engagement activities based on the need of the client in order to keep the client updated on the happenings and increase the engagement level

Education

- **DY.Patil University** Appearing
Master of Business administration in human resource
- **Savitribai Phule Pune University** 2020
B.Com
- **Maharashtra Board** 2015
HSC

Skills

- Client relationship management management
- Employee lifecycle management
- Payroll processing
- Travel and asset management
- Problem solving and decision making
- Time Management and Multitasking
- Employee Grievance Handling
- Hard Working and able to perform well in work pressure
- Time Management and Multitasking

Interests

- HR Operations
- Client Services
- Employee lifecycle management

Day To Day Activities

- Handling employee grievance and Query management on daily basis
- Employees onboarding, Background check, Documentation and other joining formalities.
- Responsible for quality assurance in delivery of services to client and associates
- Processing payroll, FNF, Incentive, Reimbursement, variable pay, bonuses, Other allowances on regular basis.
- Invoice generations (as per requirements) and payment collection of invoices within TAT
- Providing HR support and consultation to the business, guiding employees and managers about HR Programs and Policies.
- Implementing the employees Helpdesk, Induction and engagement activities and POSH training through online.
- Coordination with clients for regular discussions across Pan India
- Supporting all the HR Ops related tasks and Identify opportunities to improve HR Processes and policies by connecting the dots across multiple touch points
- Maintains all the daily, weekly, and monthly trackers of new joined and exit associates.
- Leads efforts on statutory complaisance regarding ESIC, EPF, Issuing and activation of UAN, PF transfer and settlements.
- Handling insurance claim, PF claim issues and provide proper solutions and settlements.
- Handling labor Compliance related queries in coordinating with the Compliance team and ensuring HR Compliance guidelines are met and adhered.
- Handling travel bookings and vender management

Languages

- English
- Hindi
- Marathi