Divya Kumari

Associate CTK

Highly qualified and experienced CTK Associate dedicated to providing exceptional employee services.

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SKILLS

- Account Management
- Data Analysis
- Analytical Skills
- Internal Audits
- Communication skills
- Problem-solving
- Customer relationship management
- Microsoft Office Suite
- Time management
- Team collaboration
- Leadership skills
- Knowledge of HR policies and procedures

Tools

- Schedule, Inventory, and Merchandising Tool.
- Panaroma
- My Time
- Payroll systems
- PeopleSoft
- Universal System for Compliance
- A to Z (Amazon's internal system)

INTERESTS

- Travelling
- Badminton
- Mandala Art
- Fitness enthusiast

WORK EXPERIENCE

Amazon || Associate CTK   Feb' 2022- Dec 2023

Achievements/Tasks

- At Amazon, played a crucial role in managing and resolving HR-related issues for employees across both Canada and the United States. Responsibilities included identifying and addressing various employee concerns promptly, effectively mitigating potential conflicts, and fostering a harmonious and productive work environment. By proactively engaging with employees, ensured that their issues were resolved swiftly and to their satisfaction.
- To leverage extensive experience in managing and resolving HR-related issues for employees in Canada and the US at Amazon, providing clear communication and comprehensive guidance on HR policies and procedures to enhance employee satisfaction and ensure compliance with organizational standards.
- In addition to issue resolution, provided comprehensive guidance to employees on a wide range of HR policies and procedures. This involved interpreting complex policies, clarifying procedural details, and ensuring employees had a clear understanding of the expectations and regulations governing their roles. Emphasized clear and open communication, which was instrumental in helping employees navigate HR processes seamlessly.
- Conducted regular informational sessions and workshops to educate employees about updates and changes in HR policies. This proactive dissemination of information not only kept employees well-informed but also enhanced their compliance with organizational standards. By maintaining an open-door policy, encouraged employees to seek clarification and assistance whenever needed, thus fostering a supportive and transparent HR environment. Overall, efforts contributed significantly to the smooth operation of HR functions and the overall satisfaction of the workforce.

PROJECTS

- Integrate a robust scheduling, inventory management, and merchandising tool to optimize employee shifts, track inventory levels, and enhance product placement strategies.
- Integrate payroll systems to automate payroll processing, ensuring accurate and timely payments for employees while minimizing administrative burden.
- Incorporate My Time for efficient time tracking and attendance management, allowing employees to clock in/out, request time off, and manage schedules seamlessly.
- Incorporate PeopleSoft for comprehensive HR management, including employee records, performance evaluations, and training programs.
- Utilize Panorama for data analysis and visualization, providing actionable insights into employee productivity, sales trends, and operational efficiencies.
- Implement USC to ensure compliance with regulatory requirements, internal policies, and industry standards, mitigating risks and maintaining a culture of ethics and integrity.
- Leverage A to Z for access to Amazon's internal system, facilitating smooth communication, resource allocation, and collaboration among employees and management.

EDUCATION

Dr.A.P.J. Abdul Kalam Technical University

B. Tech in Computer Science Engineering   Aug' 2016– Sep'2020
                                                                                            GPA: 8.1/10.0