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H a r s h i l F e r n a n d i z



## Professional Summary

Dynamic and results-driven HR professional with extensive experience in managing HR operations, talent management, and employee experience for Indian, US, UK and Dubai-based employees across IT service organizations. Skilled in recruitment, payroll management, employee benefits, HR compliance, and employee engagement. Adept at implementing HR analytics, driving process improvements, and deploying automation tools to optimize workforce efficiency, talent acquisition, and streamline operations. Strong leadership with expertise in building strong, compliance-driven HR functions, that support organizational growth, talent development, and employee satisfaction in diverse geographical locations and regulatory environments.



## Work Experience



### Core Competencies

- ✓ HR Operations Management
- ✓ HR Compliance (Indian Labor Laws & US Standards)
- ✓ Recruitment & Talent Acquisition
- ✓ Payroll Processing & Benefits Administration
- ✓ HR Analytics & Data Management
- ✓ Employee Engagement & Retention
- ✓ Process Automation & Efficiency
- ✓ Performance Management & Training
- ✓ Policy Development & Implementation
- ✓ Conflict Resolution & Employee Relations
- ✓ Talent Management & Development
- ✓ HR Business Partnering
- ✓ Workforce Optimization
- ✓ Employee Experience Management

### HR Operations

#### Intellify Solutions Private Limited

April 2024 - Present

- ✓ Managed HR operations and administrative duties, overseeing employee onboarding, payroll processing, benefits administration, and compliance to ensure smooth workforce management.
- ✓ Coordinated with HR teams to manage and maintain employee records, ensuring accuracy and compliance with Indian labor laws and internal company policies.
- ✓ Led policy development, aligning HR strategies with business goals to improve operational efficiency and workforce engagement.
- ✓ Spearheaded the onboarding process, ensuring new hires received comprehensive training, documentation, and orientation, enhancing their integration into the company culture.
- ✓ Managed the HR administration functions, including maintaining HRIS systems, updating employee data, and handling administrative tasks to support smooth HR operations.
- ✓ Implemented HR systems and tools to streamline payroll processing, benefits management, and employee data entry, resulting in increased efficiency and reduced manual errors.
- ✓ Oversaw the performance management cycle, coordinating with managers to ensure that employee goals, appraisals, and feedback were completed in a timely manner.
- ✓ Provided HR administrative support in areas of recruitment, employee engagement, and compliance, ensuring processes were aligned with corporate objectives and legal requirements.
- ✓ Handled employee queries, grievances, and conflict resolution, ensuring a positive and respectful workplace culture.
- ✓ Led exit management processes, ensuring smooth offboarding and conducting exit interviews to gather feedback for continuous improvement.

### Certifications

- ✓ LinkedIn: Professional in Human Resources (PHR) Certification (2024)
- ✓ LinkedIn: Human Resources Payroll Certification (2024)
- ✓ Udemy: SuccessFactors Employee Central Certification (2024)
- ✓ Udemy: SAP HCM Certification (2024)
- ✓ Udemy: SAP HCM US & UK Payroll Certification (2024)

### HR Consultant

#### Careernet Technologies (Cognizant), Pune

April 2022 - April 2024

- ✓ Managed HR data administration, ensuring 100% data accuracy and effective management of employee records, payroll, and benefits to support seamless HR operations.
- ✓ Led and optimized recruitment operations, overseeing end-to-end hiring processes, including sourcing, screening, interview coordination, offer management, and onboarding.
- ✓ Handled workforce planning and strategic hiring initiatives, ensuring business continuity by aligning talent acquisition with company growth objectives.
- ✓ Streamlined and managed payroll processes, ensuring error-free salary disbursement, benefits administration, and smooth payroll cycles for employees.
- ✓ Managed high-volume recruitment drives, optimizing hiring strategies for entry-level, mid-level, and leadership roles to meet urgent business needs.
- ✓ Led Talent Acquisition (TAG) and recruitment strategy, focusing on volume hiring, niche hiring, and leadership hiring, optimizing hiring costs while maintaining high-quality talent acquisition standards.
- ✓ Implemented and enhanced HR operations workflows, automating attendance tracking, leave management, and performance review cycles to improve operational efficiency.
- ✓ Managed Master Data Management (MDM) processes, ensuring accurate entry, validation, and maintenance of employee records, reducing discrepancies and ensuring consistency across HR systems.



## Education

- ✓ Bachelor of Engineering Academy of Maritime & Educational Training 2016-2020
- ✓ Master of Business Administration Human Resource Management



## Hobbies

- ✓ Stock Market & Trading
- ✓ Reading Empowering Books & Novels
- ✓ Board & Outdoor Games for Focus & Strategy Development
- ✓ Upskilling in HR & Technology Trends

- ✓ Supervised vendor management and external recruitment partnerships, collaborating with staffing agencies, job portals, and hiring platforms to meet business hiring needs.
- ✓ Led employee engagement programs, implementing targeted surveys, feedback mechanisms, and HR initiatives, improving employee satisfaction and retention by 25%.
- ✓ Implemented HR automation tools to streamline recruitment tracking, employee records, and workflow automation, reducing manual workload and increasing efficiency by 25%.
- ✓ Managed end-to-end onboarding processes, ensuring a smooth transition for new hires through structured documentation, training programs, and policy orientations, improving the new hire experience.
- ✓ Oversaw offboarding and exit processes, ensuring seamless transitions through structured exit interviews, knowledge transfers, and formal handover procedures.
- ✓ Developed HR analytics and insights, leveraging workforce data to optimize talent acquisition, hiring trends, and employee productivity, supporting data-driven decision-making.
- ✓ Monitored HR operations KPIs, identifying bottlenecks and implementing process improvements to reduce recruitment turnaround time and enhance HR service delivery.
- ✓ Facilitated internal mobility and career development initiatives, assisting employees with internal job movements, role enhancements, and upskilling opportunities.
- ✓ Led administrative functions within HR operations, ensuring smooth management of HR documentation, employee queries, grievance handling, and HR system management.
- ✓ Partnered with leadership to implement strategic workforce planning, aligning HR operations with business growth and expansion objectives.

## Technical Skills

- ✓ HR Management Tools: SAP
- ✓ SuccessFactors ( Employee Central, HCM, Payroll ).
- ✓ Analytics & Reporting: HR Analytics, MS Excel (MIS Data), SQL, Python, Power BI.
- ✓ Talent Acquisition Platforms: LinkedIn
- ✓ Recruiter, ATS (Applicant Tracking Systems).
- ✓ HR Process Automation: AI-driven
- ✓ Recruitment Tools, HRIS, Robotic Process Automation (RPA), chatbot, ticketing.
- ✓ Payroll & Compliance: Indian & US Payroll, Taxation, Benefits Administration.

## HR Executive

### Genetic Callnet Consultancy, Mumbai

January 2022 - April 2022

- ✓ Managed the end-to-end recruitment process, from sourcing to onboarding, ensuring alignment with client needs and job specifications.
- ✓ Scheduled and coordinated interviews between candidates and hiring managers, ensuring a seamless recruitment experience and minimizing delays in the hiring process.
- ✓ Collaborated with clients to define job role requirements and ideal candidate profiles, ensuring precise screening of candidate resumes for sourcing and reducing mismatches during the selection process.
- ✓ Monitored recruitment metrics, such as interview-to-offer ratios and candidate response rates, to optimize hiring strategies and improve selection efficiency.
- ✓ Developed salary negotiation strategies and helped optimize recruitment workflows, reducing the average hiring cycle by 10%.
- ✓ Assisted in developing employer branding initiatives and streamlining candidate engagement strategies, enhancing the company's appeal to top talent.
- ✓ Managed domestic recruitments across a wide variety of industries, including IT, finance, and healthcare, ensuring the right talent for each client's specific needs.
- ✓ Led recruitment efforts for UK & Dubai-based clients, handling international placements, visa processing, and relocation logistics for candidates.
- ✓ Coordinated candidate onboarding, including document verification, background checks, and contract formalities, ensuring a smooth transition for all hires, both domestic and international.

## Other Experiences

### Junior Data Analyst

Inchcape Shipping Services, Chennai  
January 2020 – January 2021

- ✓ Collected, cleaned, and analyzed large datasets, providing valuable insights for strategic business decisions.
- ✓ Developed automated data visualization tools and performance dashboards, improving reporting efficiency and accuracy.
- ✓ Supported quality control and market analysis, delivering data-driven recommendations for process optimization.

## IT Recruitment Associate

### Infojini Consulting (Rtech), Mumbai

January 2021 - January 2022

- ✓ Specialized in IT recruitment for US, UK & Canada -based clients, managing interviews and final discussions to ensure the perfect fit for roles across various tech domains.
- ✓ Coordinated with US & Canada payroll teams to ensure proper salary structuring, tax deductions, and benefits for contract-based hires (W2, 1099, C2C).
- ✓ Provided guidance on work authorization and visa sponsorship's, ensuring compliance for international hires.
- ✓ Managed end-to-end recruitment and on-boarding processes, ensuring seamless transitions from offer acceptance to onboarding, with a focus on minimizing delays and enhancing candidate experience.
- ✓ Oversaw background verification (BGV) and reference checks, ensuring candidates met all compliance requirements before joining, reducing onboarding delays by 15%.
- ✓ Partnered closely with the HR team to ensure all documentation, contracts, and compliance requirements were met, maintaining 100% adherence to legal guidelines.