

**PRAJAKTA WAIDANDE**  
[prajakta\\_waidande@yahoo.co.in](mailto:prajakta_waidande@yahoo.co.in)

**Mobile Number:** 9158019200/9529767831  
**Place:** Hyderabad

Performance driven professional with 10.8 years of combined experience in Human Resource Management, HR operations and Risk & Compliance. Skilled in process deployment, HR transformation, continuous improvement, risk mitigation, managing global HR Operations across employee life cycle processes (Offer Management, Onboarding, BGV, Employee Data/IAM/Talent/Promotions, Leave-Time off Absence and Exit and Off boarding, Payroll) across US, UK, and APAC /India regions.

### **Key Competencies:**

Global Stakeholder Management, Global HR Service Delivery & Management, Process Improvements, Policy, Risk management and Mitigations, Compliance, Root Cause Analysis, Audits, People Management, Project Management, Process Transition, Deployment and Automation, HR tech, HR transformation, Data Analysis/Dashboards Management, Vendor Management.

### **Professional Experience**

#### **Glenmark Pharmaceuticals, Mumbai**

February 2022 till Date

Designation: Manager – HR Shared Services.

Team size – 25 Members.

- Responsible for setting up HR Shared Service center for Glenmark and Implementation of end to end service delivery strategy from Hire to Retire across Pan India location for 16000+ employees.
- Managed business case, due diligence and transition of all H2R processes and responsible for designing and ramping up the existing HR services through transition enablement.
- Responsible for creation of service catalogues and various process governance metrics (SLA, KPI, maker Checker, Quality Checks)
- Responsible for harmonization of HR processes across all the business units.
- Identifying, appointing and training the human capital to support HR Shared service delivery.
- Custodian of entire HR Data Base for Glenmark for locations across geographies.
- Provide training and assistance to associates for their day-to-day activities like Offer Management, Onboarding, Background verification, Employee Data Management, payroll, Exit Management, Help Desk, Learning Management, Position Management.
- Responsible for setting HR Helpdesk via Darwin Box and maximize the utilization of Tier 1 and Tier 0.
- Implement adequate controls in the process to prevent financial or reputational risks, ensure processes are audit complied.
- Build a trusted relationship with regional stakeholders, understand their requirements to address key challenges with customer centric approach.
- Implementation of KPIs, quality assurance. Process re-engineering to remediate operational inefficiencies through automations and focus on promoting self-service for employees.
- Implementation of HR tools such as HR CRMs, case management tool, learning solutions to optimize HR processes.
- Manage internal and external auditors, ensure processes are audit complied.
- Advice to the leadership team on all HR Shared Service matters, identify business challenges and use data analysis to help influence changes to the operations, process or programs.
- Prepare and Present Monthly and weekly Dashboards and KPIs showcasing health of the HRSS deliveries / processes centralized.
- Collaborate with HR tech on various technology implementation projects, process improvements to create efficiencies.

## **Credit Suisse, Pune**

September 2014 – February 2022.

Designation: Assistant Vice President.

Proven expertise in leading teams spread across APAC, EMEA and AMER for process like, Off boarding, Time & Attendance and Employee Data. Responsible to handle queries/requests of Credit Suisse Active and Ex-employees. An active partner with Stakeholders for successful managing day to day operations Handled 2 process deployments for US and UK RIF to India. Responsible for handling Global Operations, which includes direct client communication & providing consulting advice along with maintaining great client relationship. Managing Risk and compliance for the center.

### **Operations Management:**

- Managing HR operations (T&A, Off boarding, Employee Data) for APAC, UK, and US regions with 10-member team.
- Handling key metrics like Escalations, Incidents, SLAs, Quality Scores, Process reviews and Service Issues.
- Maintaining efficient CS internal control standards through 4-eye check, SOX checks, and issue log analysis.
- Monitor team performance to ensure efficiency in process operations & ensure meeting individual targets.
- Conduct monthly one on one's to share performance feedback and scope of improvement with team members.
- Conduct daily/weekly team meetings.
- Responsible for continuous improvement/Automations projects.
- Conducting regular reviews with Senior stakeholder, Business managers on Process delivery, quality, and Risk Indicators
- Managing RIF cycles for the US and UK employees along with ER and HRAD teams.
- Ensuring cross trainings within the work streams to support during shrinkages. (75% team crossed trained)
- Hands on working knowledge of PeopleSoft 9.2, Oracle, TALT, TALEO and HCP tools like My Performance and MyHR reports
- Conduct first round of interviews for Level 1 and Level 2 hires.

### **Risk and Compliance:**

Develop/Communicate/ Execute risk policies and processes for the business, provide hands- on development of risk models involving HR Operational risks, assure controls are operating effectively and provide research and analytical support for MICOS, MARCS, SOX, Internal Audits, PWC Audit Support, Recon for Outlier Management etc.

- Designing and implementing an overall risk management process for the business
- Conduct policy and compliance audits, which includes liaising with internal and external auditors.
- Building risk awareness amongst staff by providing support and training within the Business
- Yearly Business continuity planning and Execution for the center Responsible for Identifying and reporting of Risk Incidents, root cause analysis and solution design.

### **Role: ENO 2 & ENO 3 (Exempt – Non Officer)**

- Responsible for Exit -Off boarding, Leave and Policy management
- Managed day to day queries related to Time - Attendance and Off boarding and employee data.
- Ensuring closure of all the cases within agreed timelines and adherence to 4 eye master control.
- Transaction processing on employee records for Transfers, Terminations, LOA's
- Responsible for creating and updating of SOP's
- Monitoring of daily weekly reports.
- Managing escalations.
- Work on process improvement ideas.
- Internal Trainer for HRSC as part of Global Trainers Platform.
- Conducting R&R and Fun at work activities for team.
- Worked with payroll and employee data supporting promotions cycle and rental reimbursement program.

### **Key Achievements**

- Directly managed several external audits by PWC without and major findings.
- Worked on the Global Off boarding Automation project releasing efficiency of 2.5 FTE

- Successfully automated the year end carry over cycle with OPA along with reporting functionality thus creating an efficiency of 0.5 FTE.
- Reengineered the Work from Home form into an electronic form (OPA), systems and letters are updated automatically.
- Successfully deployed 2 RIF process from Poland and US to India.
- Automation of bulk document upload on Efiles.
- Automation of Entitlement for all new joiners via MACRO.
- Worked on creating an Oracle Dashboard for internal reporting.
- Created a system-generated report to ensure timely payment of Leave payout thus eliminating human dependencies and robust governance.
- Successfully deployed 3 Oracle Policy Automation (OPA) for Offboarding and Time and Attendance
- Part of MyHR portal revamp project

#### Sektra Marketing Services Pvt Ltd

January 2013 to May 2014

Role: HR Coordinator

- End to End Recruitment & on-boarding activities.
- Responsible for issuing offer letters, appointment letters, confirmation letters, experience letters etc.
- Responsible for Payroll and Salary management. (Calculated the Salary on an Excel for 500+employees)
- Creating of PF, ESIC, and PT challans each month.
- Managing PF withdrawal forms and submitting to the respective regional offices.
- Leave & attendance management.
- Responsible for all statutory compliances. (PF, ESIC, MLWF, PT, Bonus)
- Vendor Management (Recruitment consultants, Online Portal Tie ups, Trainers)
- Conducting Fun at work activities.
- Managing Annual performance appraisal
- Manage employee relations, dispute, and grievance resolution
- Responsible for F&F settlement.
- Handling exit formalities & exit interviews.
- Successful migrated payroll activities into Sensys payroll Software.

#### Certification:

- Currently preparing for SHRM SCP – Feb 2024.
- Completed the Team Leader development program year 2020- 2022 internal to CS.
- Successfully completed CS Train the Trainer Program in 2019
- Successfully completed Harvard Manage Mentor's Management Training on Team Management
- Successfully completed Harvard Manage Mentor's Training on Global Collaboration
- Completed Customer Centricity Training
- Rewarded with CS Integrity Award for Q4 2019
- CS Rave Winner for Transparency Award Q4 2019
- Received Best performer award for the year 2018 across HRSC.

#### Educational Credentials

2012 Completed Master's in Management Studies with specialization in HR, Atharva College, First Class.  
 2009 B.H.T.M.S. from Mumbai University, Kohinoor College, First Class.  
 2006 H.S.C. from Maharashtra Board, Annasaheb Vartak College of sciences  
 2004 S.S.C. from Maharashtra Board, N.G.Vartak English medium school.

#### IT SKILLS:

- Good Exposure on Microsoft Office, People Soft, Oracle, OPA, Darwin BOX, SAP, AI, BOTS, RPA, TALEO

**Prajakta Nandkumar Waidande**