
Abridgment

- Adroit, competent & result-oriented professional, with an experience of 14 years in the industry. Proven expertise in understanding the Business while working on Organization goals.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse environment.
- Established expertise and experience in resourceful and innovative development of reports, problem solving, decision making, prioritization, negotiating and expertise in computer applications usage.

Key Competencies

- Achieve Results
- Collaborate & Partner with others
- Engage, Inspire & Develop People
- Nurture Innovation & Lead change

Areas of Expertise

Human Resource Management

- Demonstrate foundational knowledge of HR policies and practices, compliance requirements, and risk implications of HR, including employee relations, engagement & retention, performance management, discrimination, and harassment, recruiting and hiring, Attrition management, leave management and timekeeping, HR records management, HRIS, HRMS and related systems.
- Advise managers about how to maximize talent by defining current and future talent needs and ways to develop staff to address performance and capability gaps. Consults with and advises managers on achieving strategic goals by driving change and implementing processes that increase retention, engagement, and productivity.

Quality Assurance and Execution of Projects for Process Improvements

- Worked on improvement projects for achieving continual improvements in service levels.
- Facilitating the identification of problem areas, solution deployment and control processes that have been setup.
- Preparing & implementing Standard Operating Procedures (SOP) based on the requirement of customer & internal team.
- Involved in add-on assignment which include coordination with various process experts, understating process flows, preparing training materials, and preparing process maps etc.

Six Sigma & Lean Methodology

- Maintaining and ensuring stringent adherence to quality standards, identifying gaps, and ensuring corrections & corrective actions.
- Ensuring adherence to quality standards, implementing stringent quality control systems and reduce rejection level & rework.
- Implementing & executing various quality improvement projects on various quality systems via Six Sigma
- Identifying and removing the Non-Value Adding Steps though Value Stream Mapping.

Significant Attainments / Awards & Projects / Trainings

- **Certifications:**
 - ✓ Certified Human Resource Management Professional (CHRMP)
 - ✓ Certified HR Generalist
 - ✓ Certified Six Sigma Green Belt, Six Sigma Black Belt & Lean
 - ✓ Certified for Dashboard Reporting by PAN Dashboard team for always being on time and delivering accurate reports
 - ✓ Certified in Consumer Mortgage & Banking Domain
- **Projects** (worked in HR & Operations) and **Tools Implementation** with project team:
 - Projects:**
 - ✓ Billing Generalisation - To save cost & time in Background Verification of New Hires and Vendor Billing
 - ✓ BGC MIS Automation - To minimize manual errors, NVA steps and save time in preparing the BGC TAT Adherence Report
 - ✓ Attrition Control - To identify and improve the key factor(s) contributing to resources attrition
 - ✓ AHT Improvement - To reduce average handling time of the transactions for meeting & enhancing the Productivity targets.
 - Tool Implementation:**
 - ✓ Offer Generation, BGV Initiation & MIS Applications for staffing team
 - ✓ Process Knowledge Test
 - ✓ Month End Reporting
 - ✓ Random Sampling tool for Quality Checks
 - ✓ Share point site for Transport, Technology & HR Generalist
- **Technical skills** include – MS Office, HRIS & HRMS tools, Lean & Six Sigma Methodologies and Tools
- **Trainings:** Certified in Business & Analytic Writing Skill and other Business, Leadership and Self Accelerating Trainings
- **Awards:** Recognized with Team Spirit awards within team & from different teams, Monthly, Quarterly & Yearly R&R awards

Organisational Particulars

Current Employment:

From 12 Jan 2022 still active

Designation

Industry

KPMG India Services LLP

Assistant Manager

Advisory

Previous Emplotment-4:

From 23-Sep-2019 to 21-Dec-2021

Designation

Industry

HCL Technologies LTD.

Associate Manager

Bserv / DPO

Previous Employment-3:

From 01-May-2017 to 11-May-2018

Designation

Industry

PeopleScout, A TrueBlue India LLP

Analyst (HR)

Recruitment Process Outsourcing

Previous Employment-2:

From 20-Apr-2015 to 28-Apr-2017

Designation

Industry

KPMG Global Services Pvt Ltd

Analyst

Financial Services & Consulting

Previous Employment-1:

From: 3-Aug-2006 to 10-Sep-2012

Designation

Industry

BA Continuum India Pvt Ltd

Team Developer

Banking

Educational Testimonial

PGD in HRM	IMT Ghaziabad	2013
Bach in IT	IGNOU	2004
10+2	CBSE (AISSCE)	2001
10 th	CBSE (AISSCE)	1999

Personal Minutiae

Date of Birth:

April 3, 1984

Address:

C-25, 2nd Floor, Dayanand Colony, Lajpat Nagar-4, New Delhi-110024

Nationality:

Indian

(Signature)
Shivani Chawla