

Nidhi Ranganath

Offering 4.6 years of experience with expertise in strategic and innovative human resource management practices, high-performing talent acquisition, and organizational change management. Adapt to managing the entire HR process and projects effectively demonstrated abilities in evolving. A successful track record in designing and evaluating high-quality and innovative L&D programs using blended learning approaches. Excellent interpersonal, analytical, and negotiation skills with a proven track record of utilizing a process-oriented approach toward the accomplishment of organizational goals.

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WORK EXPERIENCE

Process Lead

Amazon

12/2020 - 12/2022

Bangalore

Handled services –

Prospect profile management (Sourcing, Creating/Updating prospect candidate profiles), Screening and re-hire eligibility checks, Job boards license management, Domestic relocations, Exit clearance, CV Dedupe (duplicate profile scanning), Contract creation, rewards & recognition, and Vendor onboarding & Purchase Order in the recruiting services.

Responsibilities as Process Lead - (Managed a team of 15 associates –

i. Work Allocation, queue management, shared mailbox management, Huddles, Team Meetings, and Fun activities and providing daily team support. Managed day-to-day operational tasks, maintained internal records, and prepared and maintained documentation and trackers.

ii. Stakeholder management & project management - Co-ordinated with stakeholders on a weekly basis for sharing process performance updates and handled employee queries and requests, and facilitated effective communication between stakeholders. Closely working with the PM on HR transition projects. Handled activities such as - Updating and maintaining the project charter, attending calls with stakeholders and keeping them updated about the progress on the project tasks, and adhering to the project's preset targets and deadlines. Handled and transitioned 5 projects in 2 years. Proven ability to manage multiple projects simultaneously with various stakeholders.

iii. Analyzed processes and identified opportunities for automation, resulting in increased operational efficiency. Created 2 macros and 1 mail merge to reduce time on sharing communication emails. Shared 4 opportunity areas to the leadership which can lead to effort reduction.

iv. Collaborated with cross-functional teams such as Program management, risk management, change manage-

SKILLS

HR/Talent Management

Project co-ordination

Stakeholder management

HR data analytics

Vendor management

SQL and Python

Advance Analytical Thinking Skill

Escalation management

Microsoft Power BI

Microsoft Excel

Team leadership

Critical thinking and problem solving

Team Management

COURSES

Certified Training Professional, Amazon

08/2021 - 08/2021

The Complete Power BI Practical Course 2023, Udemy

07/2023 - 07/2023

Excel Skills Virtual Experience Program, JPMorgan Chase & Co.

08/2023 - 08/2023

Human Resources Virtual Experience Program, GE Aerospace

08/2023 - 08/2023

Power BI Virtual Case Experience, PwC Switzerland

08/2023 - 08/2023

HR & People Data and Analytics Fundamentals, Udemy

08/2023 - 08/2023

PMI-PMP PDU Certificate, StarAgile

03/2023 - 03/2023

ment, Leadership members, Quality Auditors, and Compliance to ensure seamless execution of HR programs and initiatives.

v. Performing quality audits (External and internal), conducting error discussions, and sharing feedback

vi. Training & mentorship, Learning & Development tasks

vii. Creating reports per business requirements and analyzing the numbers. Coordinating with data analysts to build dashboards on quick site to track metrics.

viii. Preparing associate scorecard/ranking card on a monthly basis and sharing feedback with associates when required or sharing the feedback with team managers if critical.

ix. Handling escalation/feedback, performing RCA, and sharing feedback.

x. Performing activities as an acting team manager in the absence of TM.

Senior associate

Amazon

08/2019 - 12/2020

Bangalore

Handled Services –

Agency/consultancy candidature processing, Employee referrals, Onboarding, Candidate engagement, Interview scheduling, Candidate expense reimbursement, and travel arrangement, Supported Payroll & benefits, background verification, candidate contract conversions, job posting, and candidate disposition.

Responsibilities –

i. Exercised leadership capabilities by successfully motivating and inspiring others(peers)

ii. Demonstrated strong organizational and time management skills while managing multiple projects.

iii. Assisted and resolved queries from stakeholders and customers.

iv. Handling End to end process of procuring the device to the whole of the Recruiting engine.

v. Handled end-to-end (Schedules, declines, and reschedules) on-site/Virtual scheduling as a recruitment coordinator for L5 and above level managers and other reps. Coordinated with recruiter/Hiring managers and candidates for interview planning. In the case of on-site interviews, travel arrangements were made as per candidate preferences and if the candidate incurred any expenses during travel then reimbursement arrangements were made.

vi. Sourcing candidates from agency lists, employee referral lists, and job boards and adding them to the pipeline.

vii. Assigning agency fees/employee referral fees.

viii. Creating onboarding documents for new hires and ensuring their profiles and access are in place for induction.

The Complete SQL Bootcamp: Go from Zero to Hero, Udemy

08/2023 - 08/2023

ix. Handling escalations and queries from peers, recruitment coordinators, stakeholders, managers, and the Quality team.

x. Working with the Business analytics team to create dashboards, SharePoint, and reports for performance tracking and review.

Technical support associate

IBM

06/2018 - 06/2019

Bangalore

i. Configured hardware, devices, and software to set up workstations for employees.

ii. Patched software and installed new versions to eliminate security problems and protect data.

iii. Promoted efficiency among departments with prompt resolution of system issues.

iv. Recorded and maintained relevant notes for each client and work order.

v. Involved in Providing email technical support to IBM External End Users across NA, EMEA & AP.

vi. Handling queries/emails/chats resolving technical issues for end users.

vii. Proficient in Connectivity troubleshooting, TCP/IP, Dial-up, Token Ring, Ethernet, LAN/WAN.

viii. Proficient in Understanding operating systems, Windows 2000/NT/XP configuration options, and troubleshooting.

ix. Ability to identify basic hardware parts and awareness of basic hardware concepts.

x. User-level familiarity with at least one email client - Outlook, Microsoft o365, Notes, etc.

xi. Skilled in commercially standard software applications and major desktop operating systems

xii. Awareness of basic networking concepts and technologies

xiii. Questioning / probing skills, as relevant to the issue and level of the caller

EDUCATION

BCOM(Marketing)

Christ University

06/2015 - 05/2018

Bangalore

Pre-University degree(PUC)

BNMIT

06/2013 - 04/2015

Bangalore

Accountancy, Business studies, Statistics and computer science