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📍 Hyderabad

🔧 SKILLS

- Leadership
- Resource Management
- Communication
- Time Management
- Coordination & Collaboration
- Quality Management
- Coaching & Mentoring



PROFESSIONAL EXPERIENCE

Consultant (Staffing Partner)

CAPGEMINI

February '22 - Present

- Handling APAC region for multiple Practice Units.
- Coordinating with account heads to understand their talent needs and reduced the time to hire to fill those needs and ensuring that requirements to be fulfilled within a particular span of time through different channels.
- Understanding the exact requirements from the delivery team in terms of skill sets and proposing suitable candidates based on experience, skills, and location.
- Manage the bench/capacity and identify creative opportunities to optimize utilization.
- Working with the competency managers on upskilling/reskilling/lateral cross skilling of resources based on current market trends/demands.
- Preparing and publishing the region wise Global Reports showing the Fulfilment trends for the entire practice.
- Advise on organizational development to help build and maintain a streamlined, high-performing workforce.
- Developed relationships with managers and staff and served as an advisor across a multitude of HR topics resulting in increased employee engagement.
- Responded to employee complaints and concerns; conducted internal investigations as needed, while ensuring compliance with applicable Company policy.
- Provided day-to-day HR support to the team, including employee relations, training & staff development, recruiting, and onboarding in partnership with Talent Acquisition team.

Team Lead

RYAN INDIA TAX SERVICES

July '15 - February '22

- Handled the team of 12 Individuals as a part of Compliance Practice.
- Point of contact for conflicts and issues & part of escalation matrix.
- Planned and Coordinated 30+ training sessions across offices with the defined agenda.
- Responsible for performance and quality management of the team.
- Updated process policies & documentation to maintain 100% compliance.
- Developed and managed ongoing supplier guidance and forecasted work volumes to partner field resources.
- Responsible for posting open positions, sourcing appropriate candidates and maintaining a talent pool of candidates.
- Structured and implemented programs and policies in the areas of training.
- Created reports and prepare necessary project management tools.
- Performed quality assurance as required.

Transitions:

- Diligently assisted stakeholders with structured & smooth transition process
- Proactively recommended & used technology to minimize manual work.
- Ensured smooth efficient issue management & resolution throughout the process.
- Maintaining the Transition dashboard for the entire practice and publishing it on a monthly basis.

Ongoing delivery involved:

- Designing slide deck preparation of monthly/quarterly business review
- Conducting audits to measure key performance indicators
- Quality calibrations with the team members
- Supported managers in making promotions and pay decisions for employees ensuring internal equity resulting in higher employee satisfaction.
- Managed the merit increase process ensuring internally equitable and externally competitive pay levels for staff.

Tax Internship (Tax Preparer)

DELOITTE TAX LLP

December '14 - April '15

- Project Name: JSG Project (Japanese Service Group).
- Drafted income tax filings and Prepared J- VISA for various clients.
- Responsible for analyzing information and preparing tax returns best suited to individual clients' requirements.
- Prepared close to 140 personal income tax returns (1040 & 1040 NR Returns) utilizing CCH Access software and GA Organizer.
- Handled various grades of tax returns efficiently. Filed extensions for the required return.
- Awarded as the week's Top Performer and received Thank You card from the business lines.
- Drafted Individual Tax returns for various engagements of Chicago and Cincinnati.
- Calculating the amount of tax payable to the Internal Revenue Service (IRS).

Customer Service

AXIS DIRECT (FIRST SOURCE LTD)

April '13 - October '13

- Provide Customer Service to Existing Customers of Axis Sec Ltd. Inbound-Back office
- Process - Customer Service for Products & Services.
- To manage Customer Query & Effective Management of all customer complaints and providing solutions.
- Developed and maintained client base.
- Keeping clients informed about their investments and changes in the market
- Updated client's plan and acquired new clients on an ongoing basis.
- Provide knowledgeable, objective equity and fixed income guidance to consumers.
- Providing the latest update of stock market to customers.



EDUCATION

May 2012 Bachelor of Management Studies, Major in Finance
D.G. Ruparel College, Mumbai