

MONIKA SRIVASTAVA

Profile Summary

Proactive professional with 6.4 years of HR generalist experience in Development, General Insurance and FMCG companies. Proven abilities in organizing management workflow and using proactive approach to problem solving.

HR Skills

Staff Recruitment and Retention, Staff On-Boarding Statutory and Legal compliances (PF, ESIC, etc)

Payroll/Compensation Employee Engagement Attendance and Leaves Management. Corporate Communication

Performance Management HR Dashboard. HRIS Employees' Grievance handling

Professional Experience

 Tata Consultancy Services

Oct 2022 to Present

Awarded the applause award by TCS for outstanding contribution to the organization.

Key Responsibilities

- Meet month-end reporting objectives and deadlines.
- Partnered with cross-functional teams to conduct thorough discovery and due diligence on existing processes.
- Dashboards Reporting – Publishing the Dashboard of the team members with the client on a weekly basis.
- Ensuring all the emails are assigned to the concerned coordinators and all the department processes are completed and executed in a timely manner.
- Taking care of On-boarding and background paperwork for various consultants.
- Co-ordinate with the other counter parts for the completion of the paperwork for the On-boarded consultant.
- Coordination with various background vendors regarding the background and drug screening of the consultants.
- Handled Background process for US clients - ExxonMobil, Accenture, TCS, CISCO, Dell, T-MOBILE, AMAZON, ABBOT, ABBVIE, Unilever, Healthcare Clients etc.
- Supervised team of process associates to enhance accountability, develop professional skills and improve efficiency.

Team Handling –

- Collaborate with Team and other employees to implement best practices and

- accomplish goals.
 - Solving Team members' queries and ensuring that their concerns are resolved in a timely manner.
 - Discovering training needs and providing coaching as required.
 - Setting clear team goals, delegating tasks and setting deadlines.
 - Handling queries of the team to ensure that their concerns are resolved so the work gets completed and the responses to the stakeholders should go within the agreed SLA.
- Client & Customer Handling – Handled critical accounts with strict compliance, which also included coordination with multiple recruiters, Client Account Directors and BDM in regard to the timely onboarding of consultants.
 - SOP Drafting and Review – Assisted in drafting for SOPs for the team and reviewing the same with the client for the successful implementation.
 - Tool Deployment (RPA) – Assisted the automation team in deploying/developing the correct tools for the successful automation of the process.

Career break for maternity leave

Apr 2019 to Sep 2022

An extended period of maternity leave to take care of my daughter until her grandparents shifted with us permanently and she is old enough to express her things.



Assistant – Human Resources

Mar 2016 to Mar 2019

IPE Global Limited – Lucknow (UP)

Key Responsibilities

- **Recruitment and On-boarding**
 - Job Posting on 'devnetjobsindia'
 - Matrix preparation
 - Short listing of profiles
 - Sharing of master matrix along with indent details with WHO for approval
 - Conducting interviews
 - Sharing of final minutes of interview, selected candidates and place of posting details with the WHO for approval
 - Reference check
 - Issuing Offer letter and other related
 - Verification of joining documents
 - Conducting induction

Maintenance of personal files of WHO consultant
Data Punching of the new joined consultants
Issuing of Employee ID cards and Health cards

➤ **Payroll Management**

Downloading attendance from 150 districts
Compilation and validation of attendance
Incorporation of discrepancies
Application of WHO rules
Disbursement of Salary
Sharing of Salary slips to 900+ WHO consultants

❓ **Preparation of Reports and Trackers**

Active/Inactive report of WHO
Performance Management Report of
WHO HR Progress report of UNICEF
Recruitment Tracker
Memo Tracker
Roster candidatesTracker
Interview records Joining
tracker

➤ **Facilitating State Induction Training of UNICEF consultants**

➤ **Employees Engagement**

- ❓ Transfer release, Mapping & relocation assistance
- ❓ Memo Issuance
- ❓ Sharing of TDS certificates on Quarter basis
- ❓ ERP Management and IPE Staff Attendance Management
- ❓ Releasing of Anniversary, Birthday and Vintage Mailers
- ❓ Handling of Employees Queries and Grievances



Reliance General Insurance Co.Ltd

Aug 2013 to Oct 2015

Key Responsibilities

End to end Recruitment

Issuing Offer letter and other related
Pre-joining & Post-joining formalities
Employees Retention

End to end on-boarding

Transfer release, Mapping & relocation assistance
Attendance Management System

Active support in PMS

Disbursement of employees salary on time

Flashing HR-Dashboard for the Zone Employees

engagement activities, CSR activities Branch Visits

Releasing of Vintage Mailers.

Post Resignation activities (Exit Interview , LWD & FnF

Settlements)

Maintaining various trackers like (Offer to Joining, Transfer & relocation, Closure to indent, Employees on- boarding, Resignation)

Handling of Employees Queries and Grievances.



HR Generalist

Nov 2012 to Aug 2013

Agram's Breweries India (P) Ltd – Lucknow (UP)

Key Responsibilities

End to end Recruitment

Joining formalities

Active support in Payroll Management

End to end on-boarding of New Hires

Handling Employees' Database (Both in Soft form & Files management)

Attendance Management System

Handling of Employees Queries and Grievances

Education

MBA, Human Resources

2013

ICCMRT, A UP Govt.'s Institute dedicated for management courses, Approved by A.I.C.T.E – Lucknow, UP

PGDCA

IGNOU - Lucknow

2011

Bachelor of Commerce

2009

Lucknow University

Intermediate

2006

High School

2004

Technical Skill

Office packages: Microsoft Office (Excellent in Excel)

Language: C, Visual Basic
6.0 Internet Application

Training and Certification

Passed Licentiate Exam from Insurance Institute of India.

Attended **HR NEXT Workshop** being organized at Mumbai by Reliance General Insurance Co. Ltd in association with Strategic Human Resources Management India pvt. Ltd. (SHRM).

Attended Training on **Stress Management & Email Etiquette** organized at Delhi by Reliance General Insurance Co. Ltd.

Personal Information

Name	: Monika Srivastava
Gender	: Female
Date of Birth	: 08 Apr 1989
Strengths	: Highly Energetic and able to work under tight deadlines Team Player, Self motivated, Patience & punctual.