

KAAVYA M

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PROFILE

A passionate and work driven professional having 3+ years of experience with the ability to find a challenging position within an ambitious team where I'll be able to contribute in improving customer experience with personal growth.

EDUCATION

2019

Master of Science
Percentage: **8.3CGPA**
Bangalore University



HR Assistant – I (Sept 2019 – Oct -2020), Amazon, Bangalore



- Partnered with management team to coordinate on-boarding and off-boarding processes.
- Reviewed and screened applicant resumes to identify qualified candidates.
- Updated Human Resources Information System (HRIS) database, maintained data accuracy and assisted with system changes.
- Coordinated and set up meeting materials, presentations and audiovisual systems.
- Responded to inquiries by answering telephone calls, in-person questions and emails.
- Delivered friendly assistance with new hires in the onboarding process.
- Coordinated employee training programs to improve productivity and performance.
- Processing candidate profiles submitted by vendors/virtual sources
- Vendor submission -handling end to end process (Global)
- Dupe-checking candidate profiles in the recruiting database (ICIMS)
- Processing of Notice Period Buy Out tickets.
- Conversion of Full Time Contract to Full Time Employee
- Handling End to end process of procuring the DSC device to whole of the Recruiting engine.
- Job Posting & Un-posting to agencies using Recruiting tool
- Dis-positioning of interviewed candidates on the request of recruiters
- Involved in process simplifications and was a part of Automation project – KAIZEN
- Employee Referral Emails sent to all India Employees internal to keep them aware about internal job postings
- SOP Updating for India RS.

HR Assistant - II (Oct 2020 – April 2023) , Amazon, Bangalore



- Working extensively on cases and provide resolution to the employee timecard leave issues by prioritizing the age and resolving them within SLA.
- Resolved the issues through tickets dealing with employee's punch issues, RPA, UPT balances.
- Handling different type of leaves like FMLA, Medical, Personal, Military, Maternity, Intermittent for US associates.
- Contributing in the Leave coding in Kronos time keeping and in People Soft upon receiving the required feed from Amazon vendor partner
- Worked on EOB escalation and reinstatement of benefits review assigned by Wills Tower Watson Team.
- Responsible for managing queries related to Leave and Attendance and resolving through trouble ticketing tool.
- Process trainer DML Team - Trained and Groomed New Process Leads, newly hired employee's, team managers and fellow mates with the internal processes and its updates.
- On a daily basis, I proactively take up additional responsibilities to send SLA reports, SLA dip check analysis, Aged TT reports, EOD Reports, Audit the TT's of the Sutherland employees and maintain a record of it and Performing Analysis like SLA, TTR.
- Identified the root cause of the critical errors in the Escalation Tickets and resolved it by providing resolution.
- Handling STD, PAR & MTY Benefits for US Employees.
- Involved in process simplifications and was a part of DML Automation project – KAIZEN.

Kronos Test Analyst (May- 2023 – Present), Bangalore



Project: Woolworths (May '23 – Present)

- Proficient work experience in preparation of various test documents including Test plans, Test cases, Defects reports, The end of the test report
- Developed test plans and test cases to ensure the quality and accuracy of software applications
- Performed system and integration testing to ensure the stability and performance of the system.
- Good judgmental skills to identify high-risk areas of applications

TECHNICAL SKILLS

- MS Excel, MS Outlook, MS office
- People Soft
- Salesforce application
- Kronos WFC 8.1
- ADP
- Trouble Ticketing

Lenels Time keeping.
Wills Tower Watson
SIM – Ticketing tool
ICIMS
Hire
Share point

ACHIEVEMENTS & AWARDS

- Received Dazzler Award for best performer in the team.
- Received Multiple Accolades from stake holders and customers