

Summary: Highly skilled HR professional with 7+ years of experience in various multinational companies. Seeking a Human Resources position in an international company where I can utilize my expertise in HR functions, employee relations, policy implementation, stakeholder management, and client handling.

Core Competencies: Recruitment & Selection | Induction & Orientation | On boarding Process | Joining Formalities | Attendance Management | Leave Management | Payroll Management | Statutory Compliance's | HRIS / HRMS Management | Off-Boarding Process | Exit Formalities | Full & Final Settlement | Client handling | Immigration process | HR Shared services (HRSS) | HR Support | Customer service

Experience

HR Analyst (Hybrid) | Cisco Systems (India) Private Limited, Bangalore (ADECCO Payroll) | April 2022-Present

- Provides People& Communities (HR) support to employees which typically includes Payroll, Compensation, Stocks, Benefits
- Help employees to navigate through human resource corporate programs and policies
- Analyse situations from which answers can be readily obtained by applying knowledge of benefits and other human resource-related policies and programs
- Manage cases in Siebel case Management.
- Drives to cases resolution by analysing employee database in Workday and adhere to the SLA
- Support payroll team with help of SAP and ADP Global
- Coordinate with team SME's for resolution to critical and high complex cases and drive cases to effective resolution within the SLA
- Attending to employee queries and delivering extra ordinary customer service to employees.

Sr. Executive Customer Success (Remote) | PeopleProsper Technologies Pvt. Ltd. (KREDILY- Payroll HRMS), Bengaluru | Aug 2021- Feb 2022

- Implemented onboarding processes for MSME clients through effective communication
- Managed 200+ accounts as an Account Manager
- Handled churn management and renewals for existing clients
- Ensured high-quality customer experience through proactive service
- Managed leads through LeadSquared.com
- Controlled costs within guidelines

HR Manager (Remote) | Sep 2020 to Aug 2021 | Bala & Co. (S P R D & Co.), Chennai

- Executed manpower planning, induction, and onboarding formalities
- Managed attendance, leave, payroll, and HRIS using KEKA software
- Resolved employee grievances and handled exit formalities
- Collaborated with HR Compliance Leads on harmonization projects
- Produced HR reports and dashboards for data analysis
- Designed and conducted training programs for employee upskilling

Senior HR Executive | Feb 2018 – Oct 2018 | UTL Technologies Limited, Bengaluru, India

- Managed HR operations, including onboarding, attendance, payroll, and compliance
- Ensured data integrity and performed trend analysis
- Supported the recruitment team and scheduled interviews
- Provided MIS support for attrition analysis and prepared dashboards
- Assisted in formulating HR policies and standards
- Maintained employee personnel records and handled grievances

Senior HR Executive | May 2016 – Feb 2018 | CloudPartner India Technologies LLP., Bengaluru, India

- Executed end-to-end processes, including onboarding, separation, and payroll
- Partnered with HR Operations and maintained KPIs

- Enhanced brand image and improved stakeholder satisfaction
- Created and maintained trackers for benefits, expenses, and audits
- Provided operational HR support and administered onboarding
- Managed employee data, performed background checks, and published HR dashboards

Associate Consultant | Oct 2013 to Mar 2015 | FRAGOMEN Immigration Services India Pvt. Ltd., Kochi, India

- Prepared and reviewed visa applications and work permit documents
- Communicated with stakeholders and consular offices
- Maintained visa-related documentation
- Prepared dashboards on visa statuses
- Recommended process improvements and supported audits

HR Trainee | Nov 2012 – Oct 2013 | CloudPartner India Technologies LLP. Kochi, India

- Conducted recruitment and selection processes
- Screened candidates and conducted HR interviews
- Assisted in onboarding and orientation
- Supported HR operations and maintained employee files

Management Trainee | July 2012 to Oct 2012 | FCI OEN Connectors Ltd., Ernakulam, India

- Underwent training in VAVE and worked with electronics components
- Assisted in process improvements and used Microsoft Excel

Certifications

- Certified Human Resource Professional, **IIHR**
- Certified SAP HCM End-user Professional, **IIHR**
- Recruiting, Hiring, and on boarding Employees, University of Minnesota, Coursera

Skills / IT Skills

- Workday
- SAP
- HRIS - GreytHR | KEKA | KREDILY - Payroll HRMS
- CRM - LeadSquared CRM | Freshdesk
- Office 365 | Microsoft Teams
- G Suite
- LOTUS Notes
- SharePoint | Yammer | CANVA | Internet Applications
- MS Office - Word, Excel (VLOOKUP, HLOOKUP, PIVOT TABLES, SUBTOTAL), PowerPoint

Education

- Master of Business Administration (M.B.A) in HR & Marketing | 2010 – 2012 | SRM School of Management Studies SRM University, Kattankulathur, Chennai, Tamil Nadu
- Bachelor of Arts (B.A) in English and Communications | 2007-2010 | Annamalai University, Chidambaram, Tamil Nadu
- 12th Pass in Physics, Chemistry, Biology, Maths | 1994 – 2006 | The Choice School, Tripunithura, Kerala

Language: English | Hindi | Malayalam | Tamil | Kannada