

Asfiya Ameen

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HR Service Delivery Associate (Immediately Available)

Dedicated HR professional with a proven track record in managing leave processes effectively and ensuring compliance with policies and regulations. Seeking a challenging role as an HR Operations to contribute my expertise in leave administration, communication, policy adherence and compliance to support a positive and balanced work environment

Experience

DEC 14 2020 – AUG 21 2023

HR Service Delivery Senior Associate-Accenture

- Processed leave requests from employees and verified documentation accuracy.
- Collaborated with managers to facilitate leave request reviews and approvals.
- Responded promptly to employee inquiries, providing clear explanations of leave processes.
- Managed leave-related cases from initiation to resolution, ensuring consistent and fair treatment.
- Maintained accurate records of leave balances, requests, and approvals in HRIS.
- Generated regular reports on leave utilization and trends for management review.
- Ensured compliance with company policies and legal regulations in leave management.
- Played a key role in suggesting policy improvements based on data analysis.
- Contributed to the preparation of leave-related documentation and reports.
- Collaborated with HR team to improve overall leave management efficiency.
- Collaborated with cross-functional teams to align leave management with broader HR initiatives.
- Working closely with payroll to ensure accurate payment during leaves of absence.
- Comprehensive knowledge of leave policies, employment laws, and regulations.
- Proficiency in HRIS and leave management software/tools (Advanced excel/Service Now/Workday).

Achievements

- Worked to reach BAU situation
- Received good start as a 'new joiner Award' for exceptional work without a miss in SLA and maintaining the TAT and quick adaptation to the role
- Maintained 100% Quality Control (QC) and Service Level Agreement (SLA) adherence for leave and workers' compensation programs

Professional Skills

- HR Policies and procedure • Employee engagement • Team player • Excellent time management skills • Attention to Detail • Problem solving • Data analytics • Case management • Employee relation management • Reporting skills • Leave administration • Leave management • Compliance Management

Technical Skills

Advanced Excel • Microsoft Office • Service Now • Microsoft Power BI • HR Analytics • Human Resources Information Systems (HRIS) • Leave Management Software • Virtual Meeting and Communications Platforms

Certifications

- Data Analytics- Cambridge Infotech
- Advanced Excel
- Advanced Office Management

Education

BACHELOR OF BUSINESS ADMINISTRATION (HR) -Oct 2020

Hasanath college-Bangalore

2nd PUC CEBA- July 2017

Quwathul Islam PU college

SSLC – MAY 2015

Quwathul Islam Girls High School

Declaration

I hereby declare that the above information furnished is true to the best of my knowledge and belief.

Asfiya Ameen

Bangalore