

**CAREER OBJECTIVE**

Results-driven HR professional with 5+ years' experience adept at HR operations, from onboarding to offboarding, backed by strong MS Excel proficiency, seeks a dynamic role in a progressive organization to leverage skills and drive precision in HR operations, fostering both personal and organizational growth.

**CAREER HIGHLIGHTS**

- HR Operations Leadership
- Employee Lifecycle Management
- Data Stewardship
- Client Relationship Building
- Process Streamlining
- Auditing & Compliance
- Operational Reporting
- Problem-Solving
- Customer Service Excellence
- Payroll Management

**WORKING EXPERIENCE**

**Specialist-Employee Experience (Team Lead Equivalent) PeopleStrong, Gurugram, Haryana**      **Aug 2018 - Sep 2023**

- Spearheaded HR operations, orchestrating a symphony of onboarding, employee lifecycle, and offboarding services raised by client having Work Force of 30,000+ employees.
- Architect of the employee code creation on HRIS, responsible for meticulous database maintenance for 500 employees on monthly average.
- Formulation of HR documents, encompassing appointment letters, offer letters, and training bonds.
- Steward of the employee lifecycle for 1000+ employees monthly, orchestrating intricate events such as transfers, promotions, salary revisions, confirmations, contract renewals, separations, IJP, and issuance of Bonafide & Ad hoc Letters.
- Support the offboarding process by initiating no dues, and crafting essential letters such as relieving/experience, absconding, and termination letters.
- Guardian of employment records, meticulously documenting hiring, termination, leaves, transfers, promotions, and employee profiles via Success Factor and SAP.
- Actively contributed in weekly team meetings, fostering the exchange of best practices to deliver exceptional client experiences.
- Seamlessly generated operational reports, meticulously aligning with weekly/monthly SLAs.
- Handling P-files and adeptly managing employee data verification requests.
- Vital contributor to the maintenance of payroll information, ensuring data accuracy through comprehensive collection and calculation, which is then shared with the client's payroll team.
- Elevated customer relationships by consistently delivering prompt, courteous, and precise responses to inquiries.
- Vigilant monitoring of team workload and adeptly handling escalated matters.
- Steward of internal audits within the team, aligning with best practices for optimal HR Shared Services processes.
- Pristine track record of meeting deadlines while delivering superlative quality outcomes.

**SKILLS**

- Technical Skills** : HR Operations, MS Excel, SAP Success Factor, Auditing, Process Streamlining, Database Maintenance, HRMS, Payroll Management, Document Preparation, Service Now.
- Industry Knowledge** : Employee Lifecycle Management, Onboarding, Offboarding, Client Relationship Building, HR Policy Compliance, Employee Records Management, Team Leadership, Operational Reporting, , Employee Engagement
- Soft Skills** : Communication, Leadership, Problem-Solving, Time Management, Teamwork, Customer Service, Attention to Detail, Adaptability, Quick Learning, Relationship Building, Organization, Multitasking

## ACCOLADES

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- Consistently exceeded project deadlines with top-notch quality.
- Implemented best practices for significant process efficiency gains.
- Received awards, including "Employee of the Month" and "Team Performance Appreciation Awards."
- Maintained impeccable employee records and ensured HR policy compliance.
- Exhibited strong problem-solving skills to ensure client satisfaction.
- Provided prompt, courteous, and accurate client responses.
- Quickly mastered new skills, contributing to team success.
- Actively engaged in HR-organized quizzes and activities, promoting team cohesion.

## CERTIFICATIONS

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- SHRM Domain Certification (HR Operations)
- Six Sigma Yellow Belt Certification

## EDUCATION

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M.B.A. Lingayas University, Faridabad	2017
B.B.A. Ansal University, Gurgaon	2015

## PERSONAL DOSSIER

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- **Date of Birth:** 18-Dec-1994
- **Gender:** Female
- **Marital Status:** Unmarried
- **Languages Known:** English, Hindi
- **Permanent Address:** IDPL Apartments, Sector – 10A, Gurgaon - 122001

## DECLARATION

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I solemnly declare that the information stated above is true, correct, and complete to the best of my knowledge and belief.

**Date:**

**Place:** Gurgaon – 122001

**Kamakshi Verma**