

## **Shuba G**

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**OBJECTIVE:** Looking for a position in Human Resources Management & seeking opportunities where experience in staffing, internal program development and management, employee relations, and project management to enhance a company's overall strategic plan and direction.

### **Executive Summary:**

- A dynamic professional with nearly 9 years of experience.
- An effective communicator.
- Possess excellent interpersonal, communication & organizational skills with proven abilities in Human Resource Transactions
- Experience in understanding employee requirements, eliminating unnecessary procedures & accordingly fine tuning the processes as per the guidelines.

### **Organizational Experience:**

**Amazon (Sept 2017- Jul 2023)**

**Quality Analyst HR**

### **Responsibilities:**

- As HR quality analyst, provide coaching and feedback to the My HR Live Support team and the specialty associates
- Taking NHO quality trainings and providing updates to the team regularly
- Handling escalations and providing coaching
- Mentoring and coaching the new hires hired and performing quality audits
- Maintain records of quality reports and audit results
- Thorough knowledge of policies & processes for multiple Customers group
- Integrity and discretion in dealing with sensitive information and ensure data privacy at all times

### **HR Applications used:**

- Panorama
- ADP – US Payroll tool
- Time and Attendance System
- Trouble Ticketing – Service Request Workflow Web Application
- OnBase
- Amazon Connect

**Accenture Services Pvt. Ltd. (Nov 2014- Dec 2015)**

**HR Analyst (client) Sr. Customer Support Associate**

**Responsibilities:-**

- Managing HR Transactions of the employees.
- Working on Oracle HRMS tool to update the employee data
- Used Siebel tool to work on the HRT cases and to set activities
- Preparing offer letters, resignation acceptance letters, termination letters for employees
- Updating salary, job title, personal information, International transfer, bonus, allowances, commutation, flexible work practices etc. in HRMS
- Preparing Ex-Employment Verification Letters for Ex-employees
- Preparing Verification of Employee Letters
- Managing Global relocation transactions of employees
- Coordinating with the Managers, HR Managers Directors or Hierarchy of the employee for the issues to be rectified.
- Preparing DTPs (Desktop presentation)/ checklists on new process implemented
- Managing the HR Transaction cases and queue
- Worked on Virtual Edge tool to manage New Hire details
- Worked on I-Secure tool to update the details of terminated employees and to send the Relieving letter
- Worked on Transaction Exception and Transaction Correction cases when the employees or Managers are not able to update the details in ESS tool
- Interacting with the third party vendors for Ex-Employment Verifications
- Auditing cases for the new joiners and updating the QC tracker
- Make sure that the HR Transactions cases are resolved within SLA
- Work on Red carpet cases for Executives i.e., Directors, VP, SVP and CEO
- Work on priority e-mails

**Key Achievements:**

- Recognized as the top performer
- Trained the team on process/ new updates
- Implemented ideas which made the case process faster
- Effectively prioritized and organized workloads in a constantly changing environment to meet daily and weekly schedules.

**HCL Technologies (Jan 2012 – Sept 2014)****Senior Analyst****Responsibilities:-**

- Responsible for the adoption and successful implementation of ITIL based processes covering Incident Management.
- Handle Priority1 and Priority 2 tickets logged by the Resolver Groups

- Investigate and validate the Incident for Priority 1
- Drive the Incident for resolution within SLA
- Regular alerts updated on the ticket
- Develop an understanding of the client's organizational structure and infrastructure environment.
- Driving group chats and bridge calls effectively to resolve incidents
- Notifications will be sent to all the technical teams, Managers and Service Delivery Leads involved.
- Chase up with the technical team to provide the Resolutions
- Ensured all agreed business Service Levels were attained on a monthly basis during time in role as per the Clients requirements.
- Providing support to clients on ESS, Development discussion tool, SAP related issues, SAP password request and SABA issues.
- Monitoring Mailboxes to ensure SLA targets are met.

### **Key Achievements:**

- Consistently performed as the most productive agent throughout the year.
- Contributed ideas to improve customer service and suggested ways to optimize problem resolution efficiency
- Quality Top performer
- 100% on Ticket Auditing score

### **First Source Ltd (June 2009 – May 2011)**

#### **Sr. Customer Service Representative**

#### **Responsibilities**

- Ensure 100% quality met on call
- To provide best customer service • Achieve AHT (Average Handling time)
- Handle all technical issues of Internet.
- Handled all queries and issues of Cable internet company UK.
- Trouble shooting software issues.
- Handling escalation calls of the customers.
- Providing updates to team.
- Training the team on new products

#### **Certifications:**

- MS Excel 2010
- ITIL V3
- TOIEC

#### **Personal Strengths:**

- Excellent Communicator and good listener
- Enthusiastic learner who quickly grasps concepts and technical skills
- Customer focused performer, committed to quality in every task -from personal interaction with coworkers and users to high level of service provided to Company/ Customer.
- Innovative in assessing the qualities of people.
- Efficient in communicating well in written and verbal both.
- Able to motivate the people
- Team player with strong interpersonal skills
- Valued contributor, performing confidently and effectively under pressure and thrives on challenge.

## **Education**

### **Educational Qualification:**

- Completed Schooling in Gulabi Higher & Primary School (10th)
- Completed 10+2 in St. Anne's PU College (MECA)
- Completed Graduation in ST. Anne's First Grade College (Bachelor of Commerce)
- Completed MBA in DR. Ambedkar Institute of Management Studies (Human Resources Management)

## **Personal Details**

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Place: Bangalore

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