A person with long black hair

Description automatically generated with medium confidence**HANORAH BOND**

**Operations - Team Manager**

Experienced professional with 12 years of HR operations, training expertise global banking. Proven track record in maximizing resource utilization and achieving optimal results.

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| **#ABOUT**  I am delighted to share my extensive experience in HR and team leadership, which has enabled me to drive organizational success through effective collaboration and goal achievement. Here are some key highlights from my career:  • **Team Leadership:** Directed and managed a team of 30 HR professionals, fostering a culture of collaboration, motivation, and high performance.   * • **Process Optimization:** Streamlined centralized HR processes to align with business operations, resulting in increased efficiency and effectiveness.   • **Training and Policy Implementation:** Developed and executed training plans, reward programs, and HR policies that were effectively communicated across all levels of the organization.  • **Manpower Planning and Talent Management:** Strategically planned for manpower needs, conducted recruitment processes including interviews and onboarding activities. Ensured a skilled and engaged workforce through communication calendars and exit interviews.  • **HR Strategy Implementation:** Provided effective leadership in implementing HR strategies that supported overall business objectives while contributing to the company's success.  • **International Experience:** Showcased adaptability and global perspective by traveling to Bangalore for process setup for two months. Additionally, I was selected for process migration to the United States before the pandemic hit.  **#CAREER OUTLINE**  **Team Manager**  *Amazon Development Center India Pvt Ltd, Hyderabad*  *2020 - 2023*   * • I successfully led and mentored a team of 30 Associates, ensuring smooth day-to-day operations and efficient HR workflows. As part of my role, I implemented change management activities to introduce new initiatives while keeping our valued HR stakeholders well-informed.   • Aligning HR strategies with the company's business goals has been a top priority for me. Addressing employee grievances and promptly escalating any Employee Relations (ER) issues have allowed me to create a harmonious work environment.  • In addition, I oversaw comprehensive compensation programs, including performance-based annual bonuses, salary reviews, job analysis and evaluation, as well as reward & recognition schemes. My monthly and annual reviews for direct reports set clear goals with actionable plans that have driven outstanding outcomes.  • I successfully implemented process improvements that enhanced overall efficiency within the team. Identifying performance and behavioral issues enabled me to maximize productivity levels while resolving conflicts by actively listening to concerns.  • I have consistently completed multiple tasks within designated timeframes. This is a testament to my strong time management skills and ability to thrive under pressure.  **ERC Trainer**  *Amazon Development Centre India Pvt Ltd, Hyderabad*  *2017 - 2020*  • Identified training needs across various levels by conducting skill mapping and analysing existing competencies for specific positions.  • Provided advisory and influential support to management on operational, organizational development, and policy matters.  • Integrated resource plans with business plans, implementing skill management strategies such as upskilling and cross-skilling.  • Collaborated with HR business partners (HRBP) and Centres of Excellence (COEs) to coordinate training, shadowing, documentation, and activity analysis.  • Prepared and presented comprehensive reports and dashboards to update the management team on ongoing complex and ambiguous transitions.  • As a leader in the onboarding process for new hires, I emphasized Amazon's culture while collaborating with ERC Associates, Specialists, and Managers to drive growth in the ERC. I maintained up-to-date training materials aligned with process changes.  • Mentoring training assistants and process mentors was an integral part of my role. Additionally, I developed and delivered in-class and online courses adapting to virtual learning opportunities during the pandemic.  **ERC Specialist- HR Services**  *Amazon Development Centre India Pvt Ltd, Hyderabad)*   1. *- 2017*   • Assisted Amazon employees from the North America region in resolving complex HR issues through inbound calls, tickets, and HR cases.  • Provided mentorship and floor support to new hires, ensuring their smooth integration into the team.  • Engaged in a wide range of HR topics including pay, attendance, garnishments, exit procedures, career choices, leave management, workplace injuries and compensation, benefits and coverage, medical restrictions, B1 visa, port of entry, and employment verification letters.  • Conducted data entry using the people portal software for HR-related tasks.  • Investigated payroll discrepancies and addressed paycheck-related issues for US employees, ensuring accuracy and resolution.  • Verified and submitted timekeeping information to facilitate efficient payroll processing.  • Calculated overtime, vacation, and sick hours to provide precise data for payroll processing.  • Documented and processed garnishments related to bankruptcies, student loans, and child support orders.  • Resolved employee queries received via phone and email, accurately logging and managing them in the Shared Service Case Management System or Trouble Ticketing system.  **Process Associate**  *GENPACT, Hyderabad*  *2015 - 2015*  **Escalation Specialist**  *GE Global Servicing Private Limited (Synchrony Financial), Hyderabad*  *2011 - 2015*  • Delivered exceptional customer care by promptly responding to requests, assisting with product selection, and facilitating order placement.  • Anticipated customer needs and provided outstanding support to enhance productivity levels.  • Collaborated with team members to optimize the customer service experience and exceed team goals, ensuring high client satisfaction rates.  • Employed forward-thinking strategies to maintain customer satisfaction, addressing their needs and resolving concerns effectively.  • Acted as the primary point of contact for both internal and external customers, delivering reliable and efficient customer support.  **Customer Service Executive**  *HSBC Electronic Data Processing India Pvt. Ltd, Hyderabad*  *2008 - 2009* | **# CONTACT**  +91 9703528724  hanorah.ninnie@gmail.com  **# CORE COMPETENCIES**   * Communication * Teamwork * Leadership * Emotional intelligence * Adaptability * Problem-solving * Work ethic   **# MAJOR PROJECTS**  -As part of Project Metamorphosis, I conducted a comprehensive training needs analysis for employees in the bottom quartiles. This initiative aimed to empower and uplift our team members, enabling them to reach their full potential.  - I spearheaded a centralized timekeeping experiment within my HR team. By resolving multiple tickets internally, we eliminated the need for involvement from the Centralized Timekeeping team. This streamlined approach not only boosted efficiency but also enhanced our overall productivity.  - Led the My HR Adoption Pilot. Through this project, we educated our workforce on the benefits of utilizing My HR Live Support (MHLS) via the Amazon AtoZ platform. It was incredibly rewarding to witness firsthand how this technology positively impacted employee experience and engagement.  **# AWARDS AND RECOGNITIONS**  - Earned the prestigious Dazzler Award for consistently meeting metrics with accuracy and efficiency.  - Successfully handled 15 new hire batches independently within a one-year timeframe, making me the sole trainer in Hyderabad.  - Implemented manager audit analysis, effectively identifying anomalies and trends to improve processes and address any gaps.  **# HR APPLICATIONS**   * PeopleSoft * ADP – US Payroll tool * Time and Attendance System * Towers Watson – Benefits * Work Number – Employment Verification * Workers Compensation Tool * Trouble Ticketing – Service Request Workflow Web Application * Salesforce Case Management – Shared Service Workflow Cloud Application * SIM Ticketing - Service Request Workflow Web Application   **# ACADEMICS**  **B. Com Graduate**: Monad University – 2012  **Intermediate:** Sri Chaitanya Junior College - Hyderabad – 2006  **Secondary School:** St Alphonso’s High School - Hyderabad, TG – 2004 |