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**ACCOMPLISHED HR OPERATIONS PROFESSIONAL | HR PROGRAM MANAGER**

***Nearly 9 years*** *of career dotted with impactful roles in HR Operations, HR – Program Management, Executive Escalations Management, Employee Relations, HR Shared Services, and Employee Lifecycle Management*

**Professional Snapshot**

**HR OPERATIONS PROFESSIONAL**: Exposure to developing, attracting, enriching, and retaining the best talent needed to capacitate businesses for sustainable growth and profitability. Track record of addressing inquiries regarding HR policies and programs including benefits, attendance, payroll, deductions, leave policies and exits, etc. Pivotal in enhancing the HR procedures to cater to better employee services, monitoring TAT to complete service delivery, and making use of best HR practices in the organization.

**ESCALATION MANAGER**: Time-tested capabilities in handling the entire escalation process of HR Executives, right from intake of the escalation, investigations of tools, contacts, calls, writing of executive summaries with findings, identification of root causes, proposal of solutions to implementation of corrective actions which included process changes/improvements, system enhancements, etc.

**PEOPLE LEADER** with motivational, interpersonal, problem-solving, collaborative skills and effective decision-maker proficient in handling crunch time with ease. Client-centric methodology, promoting service excellence, corporate value addition, and continuous development of the process & resources; strong and effective interpersonal and communication skills with an ability to interact professionally with a diverse group of clients, senior management professionals, and staff members. Collaborated with the larger US ,Costa Rica, Canada, Philippines, UK, ROI, South Africa Client teams to standardize processes that ensure world-class customer service to employees, Managers, and HR, focusing on policy and compliance requirements.

**Signature Skills**

HR Operations

HR Program Management

Executive Escalations Management

Employee Relations

HR Shared Services

Employee Lifecycle Management

Benefits, Payroll, Deductions

Attendance & Leave Management

Recruitment

Training

Performance Management

Data Analysis and Management

*Soft Skills: Leadership and Management Skills, Assertive Communication, Analytical and Critical Thinking, Adaptability to Change, Multitasking, and Excellent Written Skills*

**CAREER ACCOMPLISHMENTS**

* Received “Master Blaster” award for the entire organization for meeting Quality consecutively and for work ethics.
* Spearheaded the implementation of Panorama (Salesforce) for automation of escalation data which was previously tracked manually.
* Brought down the time taken to track employee escalation details by 80% by creating suitable picklists in Salesforce.
* Worked with Disability and Leave Services (DLS) team to run ‘Green Case Reduction’ project resulting in reduction of escalations by ~65%.
* Managed multiple process transitions by working with various Employee Relations teams such as Central Investigations, AET, HR Support, Ethics hotline etc within Amazon resulting in better employee experience.
* Owned a project named ‘Manager Escalations’ by automating case assignation within SLA and partnered with Business Analyst (BI) team and PMO to create a Dashboard within RedShift to track progress. The project resulted in 90% of the cases closed within SLA. This reduced the manual assignation and saved ten hours of per Manager’s time per week.

**Experience**

**Amazon Development Center | Since Aug 2016**

**Manager II – MyHR**

* Spearhead a team of HR professionals, review and improve agent performance, establish objectives for the team, deliver training, work on improvement plans and promotion documents
* Analyse data, create and present monthly reports to senior leadership in Weekly Business Review (WBR), Monthly Business Review (MBR) and Quarterly Business Review (QBR)
* Evaluate departmental metrics with MoM increases and decreases by identifying trends
* Drive process improvement projects with multiple stakeholders by diving deep into the data trends
* Write multiple one-pagers and document proposals for leadership review for new idea or goals
* Act as a main POC for Leave Services and build relationship between the teams; in addition, work on project ideas to improve agent performance and employee experience
* Utilize Salesforce to create reports and dashboards to monitor agent performance and analyze trends
* Oversee transition of processes from a partner team to our team; this included partnering with multiple stakeholders for process design, implementation, creating SOPs, process maps and training
* Address employee grievances/allegations, engage with partner teams to identify root cause, and work backwards to ensure a positive employee experience
* Liaise between employee and leadership regarding allegations and process gaps in the organization
* Identify outdated HR policy or HR policies which required changes for better employee experience and improve organizational health
* Monitor agent performance with set organizational metrics and provide coaching when required; including partnering with HRBP, Senior leadership for Performance Improvement Plan approvals
* Conducted 100+ interviews to hire and develop the best talent for HR Services
* Review and Sign off on HR Escalation write-ups before presenting to senior leadership, ensuring all root causes are identified with their specific corrective actions
* Roll-out high-level projects for the department, such as green cases reduction, quality tool creation, fast resolve teams, priority escalations process, and tech solutions for recurring issues

**Allegis Global Solutions | HR Recruiter | Jan‘16 - Jul’16**

* Involved in sourcing, recruiting, and hiring for various positions
* Provided support to the Sr. Human Resources Business Partner
* Developed recruiting strategies to fill current needs and build a bench of qualified candidates
* Screened qualifying candidates from a variety of sources including referrals and online
* Conducted phone & Skype interviews
* Utilized different job boards like CareerBuilder, LinkedIn, and Indeed

**Early Career**

**Hewlett Packard – Mondelez Process | Technical Support Engineer | Aug’14 — Sep’15**

**Academics & Credentials**

**2014: Bachelor of Engineering |** Dayananda Sagar College of Engineering, Bangalore

**Certifications**

* Udemy: Center of Excellence (CoE)
* Udemy: Human Resource as a Business Partner
* LinkedIn: Developing Leadership Presence
* LinkedIn: Employee Engagement
* LinkedIn: Performance Management: Improving Employee Performance
* LinkedIn: Reducing Employee Turnover
* LinkedIn: Talent Management
* LinkedIn: Change Management Foundation
* LinkedIn: Introduction to Employee Relation
* LinkedIn: Preventing harassment in the workplace
* LinkedIn: Employee engagement

**Technical Skills:** Microsoft Office, Peoplesoft, HRIS, Excel, Word, Kronos Workforce Management System, Salesforce, Exact, WorkDocs, Ivy,Asana, Quip,Socrates,MyDocs