Abdus Samad Mirza

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OBJECTIVE

To get an opportunity where I can make the best of my potential and contribute to the organization's growth.

EDUCATION

2010
- **SSC**
  Abdullah Patel English High School
  A

2012
- **HSC**
  Shoeb Junior College
  B+

2016
- **B.Com**
  GDKT
  A

2022
- **MBA**
  ASM College (Mumbai University)
  B+

EXPERIENCE

August 2024 - Currently Working

- **HR Services HUB Analyst I**
  Clariant India Pvt Ltd
  Project: HR Operations (APAC) - Global Organization Management and Performance Management (Captive)

  - Handling end to end HR Operations duties for APAC countries Clariant employees.
  - Ownership of end to end Global Organization Management and Performance Management.
  - Working on various ERP'S like Success factors and SAP R3 ECC for all the Employee Data Management, HR Operations, Global Organization Management, Performance Management and Reporting.
  - Actioning requests through SSC Ticketing Tool.

  1. Responsible for below HR Operations duties:

  - Employee Onboarding (processing the Onboarding through Success factors Onboarding module which includes Data Verification, Employee's Action, Updation of personal information as per the required documents)
  - Sending Welcome Aboard email to new joiners.
  - Preparation of P-File (Employment Letter creation and collation of other forms).
  - Aliging with respective new joiner's Line Manager to raise request for IT Assets.
  - Raising request for Access Card creation.

- Raising request to vendor for ID Card creation
- Conducting day 1 HR Induction along with scheduling of other required inductions.
- E-Filing the scanned and attested documents on SuccessFactors (Employment Letters and other personal documents).
- Collecting required documents and raising the request to vendor for background checks.
- Responsible for all the Background checks co-ordination with vendor (Clearance of insufficiency, exceptions approval or clearance of discrepancy).
- Aligning with HR Head's for process communication or confirmation as per requirement.
- Actioning the Probation form in SuccessFactors in Alignment with employee's Line Manager.
- Updating the probation status in Success factors (Probation Confirmation/Probation Extension/Termination).
- Creating the Probation Confirmation Letter and issuing the same to employee.
- E-Filing all the documents on Success factors.
- Responsible for letter creation as per requirement.
- Responsible for handling end to end Exit process.
- Sending Resignation Acceptance email to employee.
- Processing Termination action in Success factors and SAP R3 ECC.
- Calculation of Notice Period and Notice Pay Recovery.
- Initiating Checkout Forms with Exit Survey Links to employees.
- Scheduling Exit Interview with HR Country Head.
- Responsible in getting the Checkout Form completed.
- Creating the Relieving Letter and issuing the same to employee.
- Assisting the Payroll lead in monthly basic payroll activities.
- Processing employees Data Change/Promotion/Transfer and Offcycle Compensation requests on Success factors.
- End to End Point Of Contact for employee data management in Success factors and other related systems.
- Manual employee profile creation in Success factors.
- Responsible for HR approvals as per access and requirements.
- Responsible for below Global Organization Management and Performance Management activities.
- Opening of vacancy flag under position in Success factors.
- Handling New Position Creation request in Success factors.
- Aligning with HR Partners and actioning the NPAR (New Position Creation) cases.
- Responsible for Position Org Chart management in Success factors as per requests.
- Maintaining Employee Org Chart in Success factors as per requirement.
- Responsible for Reporting Structure changes in Success factors.
- Creating Department in Success factors.
- Creating manual position in Success factors.
- Creating Cost Center in Success factors in alignment with SAP R3 ECC.

- Creating SOC/JOB Brazil code in Success factors.
- Responsible for all position attributes changes and correction.
- Responsible for NPAR approval from an Global Organization Management standpoint.
- Handling mass upload cases in Success factors related to Organization Management.
- Deleting and reactivating positions as per requirement.
- Responsible for Global Performance Management maintenance and end to end activities.
- Routing PM forms in Success factors as per requirement.
- Launching of PM forms in Success factors.
- Deletion of PM forms in Success factors.
- Responsible for Performance Rating corrections in Success factors as per requirement.
- Working on ADHOC projects.
- Responsible for monthly reporting activities.
- Regular involvement in business/process improvement projects.
- Involvement in process automation projects.
- Responsible for SOP/PI creation and correction for HR Operations, Organization Management and Performance Management.
- Handling Vendor Management cases.
- Involved in PR / PO creation process in SAP R3 ECC.

November 2021 - July 2024

- **Senior Executive HR Operations**
  Capita PLC
  Project: HR Admin And Payroll (Captive)

  • Handling end to end HR Operations duties on Workday, SAP R3/ECC and ticketing tool Oracle Service Cloud.
  • Ownership of employee data management for Capita employees based at UK & Ireland.
  • Checking Right To Work and Vetting for new joiners.
  • Processing hire request on Workday for new joiners.
  • Updating employees start date on Workday and SAP.
  • Processing Payroll activation on SAP along with integration checks on Workday and SAP.
  • Processing Offer Retraction on Workday and SAP.
  • Creating Contingent worker profiles on Workday and SAP through requisition and other required details.
  •Creating P ID's and email addres on SAP for Contingent workers.
  • Updating Annual LeaveAllowance/Carryover/Timesheet on Workday and SAP.
  • Processing employees Data Change/Promotion/Transfer on Workday.
  • Handling T&C requests on Workday (No Show, Probation etc).
  • Updating employees personal information on Workday and SAP.
  • Updating employees tax details on SAP.
  • Processing Subjct Access Requests which includes P file collation and Documents upload on OpenText, Workday and SAP.
  • Processing end contract and rescind on Workday and SAP.
  • Supporting internal team in monthly Triaging activity post cutoff.
  • Processing employees manager change/SuperOrg creation on Workday.
  • Creating start date change letter.
  • Processing Former Reference requests (Reference Letter Creation).
  • Actioning tickets through Workday inbox and Oracle Service Cloud as per

SLA(Ticketing Tool).
• Performing Quality Audits for internal team members.
• Pulling Tax Payroll report on SAP.
•Assigning tax cases to team members.
• Acting as a SPOC for Tax report and data assignment, collating tax data and Daily payroll activation data of team.
• Supporting Team Managers and Process Leaders in data analysis and other ADHOC projects.
• Providing ideas to improve process and business.

May 2019 - October 2021	• **Transaction Processing Associate (HRO)**

Accenture
Project: HR Operations (Client Service)

• Processing HR requests/tasks of Termination, Transfer (Position Update), Promotions on Success Factors -Employee Central as a part of HRO team.
• Independantly managing Remedyforce queue consisting of HR tasks.
• Handling other HR EDM requests including but not limited to updating and correction of job information, personal information, payment / bank information.
• Assigning other incoming HR queries in Remedyforce tool to the appropriate queues.
• Updating start date on SFEC and generating the letter for the same.
• Generating Former Reference letters.
• Actioning tickets on Remedyforce as per SLA.
• Co-ordinating with internal team through Microsoft Teams and email for pending actions or documents.
• Using PeopleSoft tool for payroll related queries.

SKILLS

Workday
80%

SAP
80%

SuccessFactor Employee Central
80%

Oracle Service Cloud
80%

Remedyforce
80%

Proficient with MS OFFICE (MS Excel, MS Word and MS PowerPoint
80%

Data Analysis
60%

SAP Reporting
60%

Workday Reporting : Intermediate.
40%

Process Improvement
80%

Employee Data Management
80%

SSC Ticketing Tool - SAP
80%

HR Operations
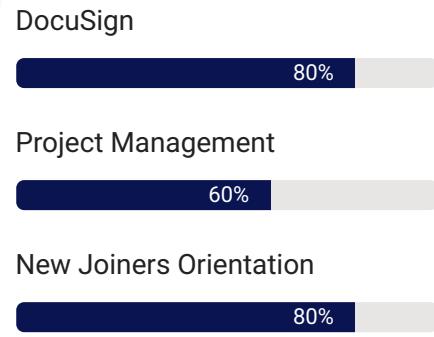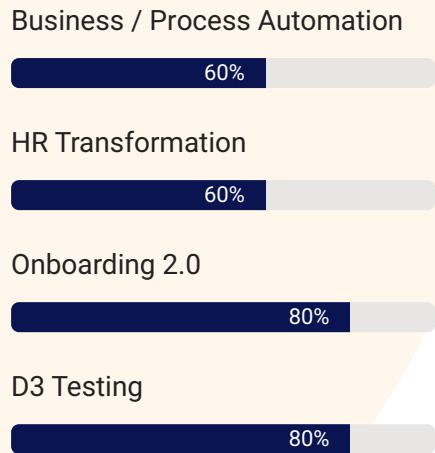80%

Global Organization Management
80%

Performance Management
80%

Induction
80%

Business / Process Automation	DocuSign
60%	80%
HR Transformation	Project Management
60%	60%
Onboarding 2.0	New Joiners Orientation
80%	80%
D3 Testing	
80%	

PROJECTS

- **Welcome Aboard Email Automation**

- **Vendor Management Automation**

ACHIEVEMENTS & AWARDS

- Rewards: •Top Contributor •Spot Award
- Received a Badge for streamlining the reporting activity.

CERTIFICATIONS

- **Lean Six Sigma White Belt Certified**
  White Belt:
  • Action : Provided Process Improvement Idea (Reduction In Escalation And Pay Impact).

  • Status : Implemented.

  Aim Idea:
  • Action : Data extraction from Microsoft Teams.

  Status : Implemented.