

Deepali Verma

SME- HR Operations

Subject Matter Expert in HR Operations with the experience of 6+ years in US HR Operations and HR Shared Services. Experience in managing a team of 20+ people and managed many projects.



deepali.verma07@gm



7838283221



Delhi



SKILLS

UKG, Kronos, Workday, Oracle ERP, Team Handling, Performance Management, Onboarding, Exit Formalities, Employee Grievances, Attendance Management, Recruitment.



WORK EXPERIENCE

SME-US HR Operations

AMH India Pvt Ltd

05/2023 – Present

Responsibilities/Tasks

- Responsible for streamlining the processes.
- Oversee the hiring and Onboarding processes.
- Responsible for process improvements and adding new work.
- Oversee the entire employee life cycle and ensuring smooth process.
- Enforced stringent quality control measures, conducting regular audits to ensure precision and regulatory adherence.
- Addressed and resolved payroll inquiries efficiently and effectively.
- Provided employee access to UKG UltiPro for streamlined HR operations.
- Proactively assessed employee sentiment, continually monitoring and enhancing overall engagement levels
- Responsible for creating and presenting the weekly and monthly dashboard to the clients.
- Preparing team utilization and sharing the feedback with the team.
- Responsible for Employment Verification document and background verification.
- Responsible to new joiners training and access.
- Responsible for regular Audits and updating multiple trackers (RCA, FAQ Log).

Business Delivery Analyst

Accenture India Pvt Ltd

07/2021 – 05/2023

Responsibilities/Tasks

- Responsible for managing the time and attendance in Workday.
- Uploading documents in the employee's profile.
- Responsible for making the required changes in the employee's profile.
- Approving the request received from Supervisor and HRBP.
- Creating SOP's for the processes.
- Provide training to new joiners of the team
- Acting as a SME for the account and publishing the daily, weekly and monthly reports to the internal management and stakeholder

- Responsible to provide a fully functional process resulting in client satisfaction.
- People management & mentoring and Performance monitoring of subordinates.
- Leading and monitoring performance of the team members for maintaining excellence in the service operations.
- Ensuring Process compliance & organization-level reporting and documentations.
- Client Handling & communication along with accountability for Service Level compliances and value adds & process improvements
- Evaluating effectiveness of training & development programs, formulating, or reviewing training strategy and determining appropriate instructional methodologies and formats
- Reviewing and ensuring accuracy of documentation & processes, also, performing the functions and responsibilities of a front-line agent in case required.
- Create SOP for release compliance checklist, verification to follow by client quality team.
- Identifying opportunities and submitting proposals for process improvement with respect to tools, staff, training, process, procedures, and work instructions
- Being responsible to improve performance of bottom performers by monitoring calls, mapping their performance, coaching and evaluation.

HR Executive

EXL Service Pvt Ltd

09/2019 - 04/2021

Responsibilities/Tasks

- Handling queries over call and emails.
- Processing employee movement
- Managing Employee records in the system and Managing escalations
- Preparing Audit sheet and other reports.
- Managing work allocation for the team.
- Managing basic level of PF, Gratuity and ESI queries.
- Managing attendance and Preparing report on the weekly basis
- Handling background verification of the employees.
- Experience in Oracle ERP.
- Handling PF and Gratuity queries.
- Attendance and leave management
- Exit management and Policy guidance

Executive

EXL Service Pvt Ltd

09/2017 - 04/2019

Responsibilities/Tasks

- Handling claims related to property and casualty insurance i.e. processing P&C claims, Customer satisfaction etc.
- Sending and reviewing invoices to insured for the recovery of outstanding amount.
- Follow up with the customer and the onshore team for any unresolved issue to maintain customer satisfaction.
- Handling "Pay Plan Process", contacting insured for payments as per the payments plan
- Creating cases for the other departments.
- Preparing Audit sheet and other reports.
- Managing work allocation for the team.



PROJECTS

Employee Helpdesk- AMH India Pvt Ltd

- Coordinated with the onshore team to ascertain requirements and define the work scope within the existing tool.
- Led the testing phase across various teams, identifying and addressing challenges.
- Collaborated with the onshore team to implement modifications in the tool, overseeing the final testing phase.
- Conducted training sessions for other teams to ensure the successful implementation of the tool.
- Being part of the internal meetings for AHT and FTE calculation.

Claim Process- Accenture India Pvt Ltd

- Led the training sessions and ensured the smooth knowledge transfer from the onshore team.
- Created the SOP for the processes and connected with the onshore team for approval and changes.
- Responsible for raising the tickets for the tools access for the team and for the testing.

Underwriting Process- Accenture India Pvt Ltd

- Led the training sessions and ensured the smooth knowledge transfer from the onshore team.
- Ensured to prepare the required documents before the process live date.
- Responsible for raising the tickets for the tools access for the team and for the testing.
- Being part of the internal meetings for AHT and FTE calculation.



ACHIEVEMENTS

- Successfully launched Employee Helpdesk (AMH India Pvt Ltd).
- Received Employee of the Quarter twice (AMH India Pvt Ltd).
- Received Employee of the Month twice (Accenture India Pvt Ltd).
- Received Employee of the Month twice (EXL Service Pvt Ltd).



INTERESTS

Dancing & Listening to Music..