RAVI KUMAR

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# Profile Overview :

* Overall, 12 years of experience, 8 years of experience as an MIS lead /HR Operations and Analytics.

and 4 years of experience in ITES as Sales executive /Team Leader /Process lead across Telecom, Insurance and Banking sectors.

* Extensive experience in data analysis, reports, etc.

# Employment History :

**Current Employer:** Shaheen group of Institutions. .Duration: 3rd Apr’23 – till Date

Designation: HR Manager

Department: Corporate HR

# Key Responsibilities:

* + Taking care of enter Shaheen – HR Operations for 1600 Employees across 12 cities. (Onboarding, Payroll, HRIS Management)
  + Handling projects like Attendance Management,
  + Managing annual operating plan
  + Responsible labour cost efficiency.
  + Handling MIS reports
  + One SPOC of Contact for anything related to HRMIS Coordinating with Teaching Staff & finance,
  + Creating Monthly Dashboard for HR review
  + Focus on continuous process improvements via reengineering and process automation

# Employment History :

**Previous Employer:** Bundl technologies Pvt. ltd (Swiggy) Duration: 8th Nov’21– 2nd Apr2023

Designation: Manager HRIS

Department: Corporate HR

# Key Responsibilities:

* + Partner with Rewards team to develop capability and unlock the potential of our leaders
  + Be the central POC for people analytics needs for the HRBPs across Pan India
  + Focus on continuous process improvements via reengineering and process automation
  + Work with systems and analytics teams to build relevant platforms and scorecards to enable HRBPs and Business leaders to make key people decisions
  + Generate insights on key HR metrics that leadership evaluates such as process metrics, perception metrics, org health metrics and Employee Experience
  + Publish dashboards/ scorecards to measure the effectiveness of KRs, programs and initiatives.
  + Be the 'think tank' for HRBPs to develop upstream talent solutions and employee-centric programs.
  + Drive OKRs and Operationalize the annual business planning strategy working with the relevant stakeholders.

**Previous Employer:** Darwinbox

Duration: 19th Apr’21– 5th Nov’21.

Designation: Customer Success Consultant

Department: Account Management

# Key Responsibilities:

* + Act as a techno-functional consultant and provide recommendations on the process. Configure and manage the client's instance on the Darwin box.
  + Assist and Train clients to do it on their own.
  + Devise engagement plans that consider customer business goals
  + Map product capabilities to achieve these goals.

**Previous Employer:** Bundl technologies Pvt. ltd Duration: 16th Aug 2018 – 17th Apr’21.

Designation: AM – HR MIS & Operations

Department: Corporate HR

# Key Responsibilities:

* + Taking care of pan India HR – Operations for 5700 Employees across 12 cities. (Onboarding, Payroll, HRIS Management)
  + Handling projects like Attendance Management, employee health checkups, and employee database framework.
  + Managing annual operation plan
  + Responsible labour cost efficiency.
  + Handling employee engagement budget for pan India.
  + Handling MIS reports
  + One SPOC of Contact for anything related to HRMIS Coordinating with Ops, Faience, and Business teams
  + Creating Monthly Dashboard for HR review

**Previous Employer:** AXA business services ltd Duration: October 2015 – 15th Aug 2018.

Designation: Process lead

Department: General insurance Sale and Services Venture Details: Bharti AXA - India business

# Key Responsibilities:

* + Achieving 100% revenue Target from the given customer base
  + Creating new sale opportunities.
  + Creating premium calculators for a different version of the segment and make models.
  + Creating discount Master for all make and models across India
  + Taking care of payments & reconciliation.
  + Month on Month Analysis on Loss ratio.
  + Data analysis on dispositions to improve the business
  + Analysis on the competitor’s discount across India for each make and models
  + Planning on digital marketing investment based on loss ratio. and was doing Analysis on COA

**Previous Employer:** First source Solutions Ltd Duration: September 2013 – October 2015.

Designation: HR - Executive

Department: Corporate (HR Projects and Analytics)

# Key Responsibilities:

* + Handling India, UK, US & Philippines Reports.
  + Analysis for MBR and QBR Presentation.
  + Creating template for EE team to maintain their process Manpower Reports.
  + Persistency Reports, BGV Reports
  + Preparing Daily, Weekly & Monthly Attrition tracker (Domestic and international)
  + Monthly Attrition Analysis Deck (Tenure, Grade, Performance, Span, Center, Vertical, Function, Gender)
  + Data cleanup activity while migrating from PeopleSoft to SAP.
  + CPH Analysis, Vendor Management, TA Performance Report

**Previous Employer:** Hinduja Global Solutions Ltd, Bangalore. Duration: June 2007 – August 2013

Designation: Team Leader - MIS

Department: Inbound/Outbound

Venture Details: MTS Telecom and Standard Charted bank.

# Key Responsibilities:

* + Managed team strength of 20/25 associates, responsible for Quality/productivity and CSAT.
  + Preparing Daily Call reports, Health reports and other reports and Forecasting the call volume.
  + Preparing roster and manpower tracking.
  + Preparing monthly billing-based calls to connect minutes and FTE billing.
  + Monitoring call volume on a real-time basis and Maintaining documents daily/monthly performance.
  + Constantly monitoring & reviewing Agent performance metrics
  + Achieving the targets given by the clients & meet the desired SLAs.

# Tools used:

* + Darwin HRIS, Google forms, Tele Compass, Tata Cosmo, People soft, SAP, Avhan, Lead Squared, Kiss flow etc.

# Notable Contributions

* + Huger savior award (Best in Department) for 2018 /19
  + Best process leads award COE level 2016 and 2017
  + Rewarded as “Best performer in HR MIS Team” 2014.
  + Awarded as “Best Team leader” 2013
  + Awarded with ‘’BUSY BEE’’ many times and TOP GUN for performance
  + Trained and certified – In lean six sigma programs

# Academic Qualifications :

* SSLC : Govt. High school Chimmanchod, Tq: Chincholi, Dist:Gulbarga
* PUC : Govt. Independent pre University collage - Gulbarga
* BBA : C V RAMAN University

Declaration:

I hereby declare that the above-furnished information is true and genuine to the best of my knowledge and belief.

PLACE: Bangalore Thanking You

DATE:

Looking forward to hearing from you (Ravi Kumar)