**KKM LAKSHMI**

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**HR Associate**

**Summary**

Result-driven HR professional with a master's degree in HRM and nearly 4 years of experience in multinational organizations. Adaptable and versatile, excelling in diverse roles and managing multiple concurrent tasks. Adept at oral and written communication in various languages. Seeking a fulfilling position that fosters personal growth, skill development, and professional advancement. Prior experience as a radio jockey honed content preparation and efficient presentation skills, ensuring seamless communication with listeners.

**Core Competencies**

* Good Knowledge in MS Office (Word, Excel and PowerPoint)
* Also undergone training in several IT subjects like C, C++, Java, and Testing tools
* Good knowledge of the ITIL Process

**Academics**

* Masters in human resources management (MHRM) from Andhra University, Visakhapatnam.

**Experience Details**

**Amazon Development Centre (India) Pvt. Ltd., Bangalore | Nov 2020 – Till date**

**HR Associate 2**

**Assignment: US Case Specialist (DLS) | April 2022 – Till Date**

* Manage all types of leave of absence and disability life events for employees, providing comprehensive support and guidance throughout the process.
* Respond to inquiries about leave and disability events, explaining available benefits and options to employees.
* Utilize duration guidelines, best practice tools, and internal resources to oversee leave events effectively.
* Adapt case management plans to accommodate changing employee needs.
* Handle delicate situations and troubleshoot problems to minimize disruptions during leave events.
* Ensure timely and effective communication with employees and stakeholders, addressing any issues that arise.
* Facilitate smooth transitions for employees returning to work after a leave of absence.
* Educate managers and business partners on employee concerns and needs related to leaves of absence.
* Ensure compliance with standard work, federal/state regulations, and company policies.
* Collaborate with third-party administrators, HR, Safety, Legal, Payroll, Benefits, and other departments as necessary.

**Assignment: CRC. SR. Associate | Nov 2020 – Mar 2022**

* Serve as a primary point of contact for Amazon employees regarding time away from work due to illness or quarantine.
* Provide accurate and empathetic responses to employee inquiries about HR policies, time off policies, pay implications, and benefits.
* Manage COVID-related absence cases from start to finish, demonstrating empathy and good judgment.
* Resolve queries by referring to documentation and escalate issues when necessary.
* Handle customer absence claims, ensuring timely and accurate resolution.
* Assess new claims and classify the type of absence required.
* Keep employees informed about the status of their claims and provide updates as needed.
* Ensure all tasks and decisions are completed within service level agreements (SLAs).
* Apply policy and regulations effectively to ambiguous claim requests, using sound judgment.

**Accenture Solutions Private Limited, Hyderabad | Jun 2018 – Oct 2020**

**Content Analyst. (Supporting Global Leader in Social Network)**

* Reviewed advertisements for various countries, including the US, India, and Indonesia, to ensure compliance with regional and country-specific regulations.
* Examined political advertisements, applying client-provided rulebooks to determine suitability for running.
* Identified and addressed regional or international trade violations in marketing and sales advertisements.
* Adhered to local laws and guidelines by avoiding explicit content and violence.
* Reviewed and approved valid US political advertisements, categorizing others accordingly.
* Evaluated political advertisements from Indonesia and India.