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# MUJEEB MUSTAFA KHAN

## HR SPECIALIST

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### SUMMARY

Offering progressive experience as **Human Resources** professional, possesses excellent **Customer Service** skills, communication skills and interpersonal relations, good attention to detail and multitasking skills, self-motivated, enthusiastic individual and a quick learner.

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### CORE COMPETENCIES

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|---------------------------|---------------------------------|---|
| ▪ Data Management         | ▪ Team leadership               | ▪ Project Management                              |
| ▪ Stakeholder Management  | ▪ Payroll & Benefits Management | ▪ Handling Employee Grievances                    |
| ▪ Root Cause Analysis     | ▪ Process Improvement           | ▪ Reporting & Analytics                           |
| ▪ Performance management  | ▪ Business Communication        | ▪ Training & Mentoring (Subject Matter Expertise) |
| ▪ Rewards and Recognition | ▪ Employee Benefits             |   |

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### TOOLS

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|-----------------|------------------------|-------------------|-------------------------|
| ▪ ICIMS (ATS)   | ▪ Salesforce Maestro   | ▪ Sharepoint      | ▪ MS Excel VBA (Macros) |
| ▪ PeopleSoft    | ▪ Onbase (mydocs)      | ▪ MS Office Suite | ▪ Quicksight (AWS)      |
| ▪ People Portal | ▪ Trouble Ticketing /  |                   | ▪ Power BI / Tableau    |
| ▪ Amazon HIRE   | SIM Ticketing          |                   |                         |
|                 | (Simple Issue manager) |                   |                         |

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### WORK HISTORY

#### Amazon Development Centre (Aug 2016 – Present)

##### ▪ HR Specialist, Getting Started

**November 2022 - Present**

- Designed process map, SOPs for Getting started team for APAC, MENA and EMEA Regions.
- Created Python assignation tool which helped team's expansion by including candidates from different Cost centres or Business units under Getting started team's scope.
- Subject Matter Expert in the entire domain of HRO contingencies like Background check, Relocation, Medical Check, Payroll, Visa & Immigrations, Onboarding & assimilation, Employees onboarding, Recruitment, different types of visa & process etc.
- Coaching, counselling, reviewing performance-related actions, up to and including performance improvement plans, warnings, attendance issues, etc.
- Provide recommendations to managers on appropriate action ensuring compliance with company policies and the law.
- Analyzed investigation data and prepare investigation reports.
- Review performance management documentation (e.g., PIPs, warning documents, correspondence, etc.).
- Liaise with stakeholders for Tracking and Reporting the progress of assigned activities

▪ **Senior Associate, New Joiner Support  
(EMEA)**

**April 2021 - November 2022**

- Handled candidate's onboarding process across UK region for Corporate, Customer Services & Fulfillment Center roles.
- Assisted new hires with their queries related to orientation, NHO, background check , Work Authorization, visa and immigration support.
- Coordinated with multiple **stakeholders** (hiring manager, recruiters, HRBP, employees) to work and resolve candidate's onboarding issue.
- Assisting with compensation and benefits calculation depending upon Job code.
- Managing Rewards and Recognition programs for performing employees within department.
- **Contract creation** - Worked with Legal and Compliance Team to update contract documents as per the requirement.
- **Database management** – Ensuring new hires details updated in people portal accurately.
- Managed Transfers, promotions, country to country transfers for employees
- Trained and Mentored new joiners in the team as Subject matter Expertise.
- Contributed creating SOP's, timely updating the SOP and briefing the teammates with new update in a team call and huddle
- Handle escalated queries/cases, provide thorough problem root cause analysis and mitigation plan to higher management and stakeholders.
- Performed internal team Audits to prevent any critical payroll impact.
- Carried out workflow assignment across team as per the capacity utilization plan.
- Represented team metrics, performance, improvement and process streamline ideas in gemba walks
- **UAT – User Acceptance Testing Performed multiple UATs**
  - \*Maestro salesforce Migration and Process Update
  - \*Bulk FTC to permanent contract creation
  - \*Migration People portal to Smartforms (SMF)

**Process improvement –**

- **Bulk case closure automation** – Multiple cases closure automation for team in Salesforce maestro using selenium tool saving (0.4 FTE).
- **Bulk FTC to Perm Contract** – Created SOP and Contract repository for team to use readily available contract using mail merge option.

▪ **Senior Associate, Onboarding  
(US / North America & Canada)**

**September 2018 – April 2021**

- Responsible for the candidate's onboarding process (including confidential & sensitive candidates like SWAT, Executive & Strategic in North America & Canada) from accepting the verbal offer to day one at Amazon.
- Performed prehire contingencies check for Background, rehire eligibility, Drug Test, immigration etc
- Resolving all the queries and escalations received related to on-boarding and data management issues in icims, people soft and hire tool by multiple stake holders such as Hiring Managers, Recruiter, employees etc
- Coordinating and working closely with multiple team across HRS such as Background Check, Immigration, Payroll, Recruiting Services etc to ensure the candidate is On-boarded within time in People Portal.
- People portal Onboarding of the candidates, Bonus Entries for bonus Exceptions, extracting reports and Validating Candidates are Onboarded and Day1 details are accurate
- Have been trained in almost all the process in the team within few months of joining and provide immense support to the team by switching between various processes depending on the inflow volumes.

- Resolving the Tickets in timely manner within SLA to meets the quality of the team.
- Providing Support on Projects and taking up ad-hoc activities as per requirement.

#### Process improvement –

- **Loonie Project** - Paygroup and Sign on bonus correction for 1200 hired employee and future new hires  
Created a Sign on bonus template and created macro for adjusted sign on bonus calculation.
- **Paygroup Invalid Notes** – Modified Workflow macro to give Paygroup Invalid notes for new company location sites combination without paygroup.
- Identified the root causes for SLA depletion for North America Team and proposed a change plan that increased the team's SLA by 4%, which helped meet the weekly measure of the SLA.
- Modification of Blurbs across all resolver groups and CTI used in NA team

#### ▪ Customer Service Associate (US, IN, UK & other BUs)

**August 2016 – September 2018**

- **International Phones (Amazon.com)** - Providing support and ensuring the first contact resolution for all the retail queries of the customers related to orders and account such as returns, tracking, refunds, promotions etc.(through any medium Phone, emails, chats).
- **NA (MU)** - Worked for a project team aiming to migrate chats process to simple short messaging services. Contributed to multiple process improvement, feedback and suggestions.
- **IN Phones-** Worked as an associate to handle multiple customer retail queries through any medium such as phone, chats and emails.

#### Away team Assignment

- Selected as SME (Subject matter expertise) for newly established joint venture of Amazon, for training new hire associates for chats and email processes.
- Handled multiple batches of 50 candidates each and undertaken activities of process training, communication training and providing on floor support.
- Assisted their Recruiting team in processing interviews and HR rounds. Also acted as a workflow and quality auditor for the site

#### Rewards and Recognition

- Received multiple Accolades from Recruiters & Hiring Mangers  
*Highlighting "Customer obsession", "Ownership", "Bias for Action"*
- Dazzler Awards for three months
- Received multiple Awards for Customer Delight programs and Voice of Customer
- Among Top 100 Customer Service Associate across HYD site in 2016

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### EDUCATION

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#### ❖ MBA (Human Resources)

2017-2019

Osmania University Hyderabad (T.S)

#### ❖ B.E (Mechanical Engineering)

2012-2016

RTM Nagpur University (M.S)