

VARSHA P

Human Resource Specialist

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CAREER SUMMARY

Result Driven HR professional with 4 years of expertise in key HR functions, including employee onboarding, termination, employee records management, payroll administration, benefits coordination, and query resolution. Skilled in leveraging industry-leading tools and technologies for streamlined HR operations, such as payroll management systems, employee record-keeping software, and query resolution platforms. Possesses comprehensive knowledge of HR policies, regulations, and compliance standards, ensuring the accuracy and confidentiality of sensitive employee information. Demonstrates exceptional interpersonal and communication abilities, effectively building relationships with stakeholders, addressing inquiries, and promoting a positive employee experience.

CORE COMPETENCIES	WORK EXPERIENCE
<ul style="list-style-type: none">HR Operations (Hire to Retire)Employee lifecycle ManagementData Security and ConfidentialityRecruitment & OnboardingTime Management and PrioritizationPayroll & Benefits ManagementData Management and AnalysisStrong Organizational skillCompliance and Regulatory KnowledgeProject ManagementCustomer Service ExcellenceProblem-SolvingExcellent Interpersonal skillsExcellent verbal and written communicationMulti-taskingAttention to DetailClient Management	<p>HR Analyst Integrated Global Services, Inc (IGS) June 2023- Sept 2024</p> <ul style="list-style-type: none">Managed day-to-day HR operations, including addressing compensation queries, employee benefits, and absence management across departments.Processed end-to-end payroll accurately and on schedule, ensuring compliance with statutory regulations and coordinating with finance and third-party vendors.Acted as a point of contact for employee absence-related queries, ensuring proper documentation and timely resolution in line with company policies.Maintained and updated employee records in the HRIS system, ensuring data accuracy and confidentiality for reporting and audit purposes.Generated HR and payroll reports for internal audits and management reviews, ensuring data quality and consistency.Supported HR initiatives by managing key aspects of data administration, including onboarding data, changes in employment status, and terminations.Collaborated with cross-functional teams to improve data workflows and enhance the efficiency of HR data management processes.Oversaw the onboarding process for new employees by initiating pre-employment checks, conducting drug screenings, and facilitating first- day orientations to help them understand the company's operational procedures and policies.Delivered effective formal and informal coaching and mentorship to associates at all levels within the organization in a collaborative and impactful way.

TECHNICAL SKILLS

- Microsoft Office Suite
- ADP Workforce Now
- People soft
- Workday
- Kronos (mytime)
- Concur
- Vector Solutions
- Culture Amp
- Expiration Reminder
- Exact Synergy
- PSI (Partnership Screening International)
- SIM Ticketing / Trouble Ticketing
- Salesforce (DALI)

EDUCATION

- **Master of Business Administration – HR**
Bangalore University -2022
CGPA: 7.82
- **Bachelors of commerce**
Bangalore University - 2020
CGPA: 8.65

- Coordinated employee attribute changes within Workday, ensuring that data such as job titles, departments, and compensation details were updated in a timely manner across the system.
- Partnered with IT department to update and automate various onboarding tasks, streamlining new hire processes and increasing new employee satisfaction rates by 25%.
- Offered HR-related assistance to employees in the APAC and EMEA regions, addressing inquiries about payroll & benefits and HR policies.
- Created and updated company trackers, employee documents, and contracts in designated locations, performing regular audits to ensure accuracy and compliance with company policies.
- Contributed to the development of KPI dashboards or trackers while meticulously maintaining records. Additionally, provided support for ad hoc duties and projects assigned by the HR Manager.

HR Assistant

Amazon Development Centre, Pvt Ltd.

- Managed payroll processes for US, Canada, and APAC employees using Payroll Central, PeopleSoft, ADP and Other systems.
- Addressed employee and stakeholder inquiries regarding pay, benefits, and leave of absence (LOA) through ticketing tools like Trouble, SIM, and DALI.
- Monitored regional payroll cut-off dates to ensure timely and accurate payment processing.
- Maintained confidentiality of sensitive employee information while ensuring proper documentation.
- Resolved timecard and leave issues within service level agreements (SLA), ensuring seamless HR operations.
- Administered various leave types (FMLA, Medical, Military, Maternity, etc.) for US employees.
- Assisted with leave coding in Kronos and PeopleSoft based on data from Amazon vendor partners.
- Collaborated with the Wills Tower Watson team on escalations related to Explanation of Benefits (EOB) and benefits reinstatement.
- Collected and analyzed data from PeopleSoft and internal tools (LOA maintenance, workforce job summary, etc.) for reporting and issue resolution.
- Trained and mentored team members on HR processes and system updates.
- Investigated and resolved escalation tickets, identifying root causes and proposing solutions.

Process Associate - F&A

Gallagher Service Centre

Feb 2021 – May 2021

Manual Direct Billing:

- Prioritizing largest volume of payment to apply commission on daily basis.
- Verifying loadings received from the Cash Application Team. i.e., checks, Invoices, commission statement and other backup statements are legible.
- Locating client details and policy number and other specified details in Applied Epic software.
- Reconciliation of commission amount on backup statement matches the check amount.
- Checking whether the policies are active and once identified record commissions in Applied Epic.
- Ensuring that the commissions received are accurately allocated to the producers credited with a sale.
- Ensuring that the amount received on behalf of other regions is passed on them.
- Updating the respective tracker once the commission is applied.
- Auditing and finalizing all the statement & Ability to manage stress in a fast-paced environment.

Risk Placement Services:

- Handling Mailboxes- RPS_ACH agreements, Cambridge, Hanover, CMC / Melville and standard lines.
- Uploading Emails received from carriers with ACH Agreement form and void check in predefined folder.
- Verifying of provided document and check the carrier is available in AIM Reference List.
- Retrieval statement and updating of tracker with carrier details and their Bank details.
- Setting up ACH Templates in bank i.e., JPMC and Cambridge.
- Identifying duplicates, modification and making necessary changes in bank.
- Providing timely, high-quality response to all the client queries and staffs rush requests via email.