

SMITA SINGH

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Professional Summary

A seasoned Human Resource professional with over 10 years of experience in Human Resource Management, Team Management, Stakeholder Management, Case Management, Customer Support and Operational Reporting. Hands-on experience and proficiency in leading and supervising the team.

Skills

- Strong communication and interpersonal skills
- Strategic and analytical thinking
- Result oriented and performance driven
- Quick Learner
- Ability to execute and deliver key objectives in a timely manner
- Attention to detail

Work Experience

January 20, 2014 – Present

Specialist, HR Shared Services; Dell EMC (Formerly EMC Corporation)

- Internal Lead, Subject Matter Expert (SME), single point of contact (SPOC) for stakeholders and back up for team manager
- Expertise in Team Management, Stakeholder Management, Case Management, Customer Support and Operational Reporting
- Extensive experience in handling the HR Shared Services operations especially for the North America region

Primary Responsibilities:

- Issuing the offer letter to the selected candidates,
- Initiating pre-employment background checks with the background check vendors,
- Liaising with background check vendor to analyse the background check results,
- Investigating the background check discrepancies and providing guidance to the recruiters by consulting HRBPs and legal department,
- Handling the pre-employment paperwork,
- Updating the new hire details in the HR system
- Sending the New Hire Notification to recruiters/stakeholders and Welcome Email to the new hires
- Handling the Employee Referral Data Validation and sending the Employee Referral payout report to the concerned team

- Providing HR letters to employees globally like Employment Letters, Salary Letters, Address Proof Letters, Visa Letters, Invite Letters, Job Description Letters, Permanent Residency letter, etc.

Additional responsibilities:

- Allocating and assigning the cases to the team
- Preparing and updating the standard operating process documents (SOP) and standard templates
- Providing and driving various process improvement ideas and initiatives to streamline the process
- Preparing monthly metrics report which included team volume, TATs, escalations, audit errors, etc.
- Preparing scheduled and adhoc reports to meet customer and stakeholder requirements.
- Ensuring compliance of established company procedures and audit requirements by conducting regular audit and quality check for the team
- Leading the monthly and quarterly calls with stakeholders to discuss the process updates, team performance issues, escalations, etc.
- Performing root cause analysis for the escalations and quality errors of the team
- Conducting regular team meetings to discuss process updates, quality errors, escalations and corrective measures to enhance the team performance
- Training and mentoring team members on the HR tools, policies and processes.
- Part of the Buddy Program for new joiners which resulted to stabilize the new joiners and gain process knowledge in an effective way
- Assisted in robotic process automation (RPA) for the offer letter generation process in North America region resulting to 70% of external standard offer letters automation
- Participated in the background check harmonisation process across the North America, EMEA and APJ region
- Participated in testing of Workday tool at the time of Dell and EMC merger
- Proficient in HR systems and tools like Kenexa BrassRing (Applicant Tracking System), Workday, PeopleSoft, Enwisen Employee Central and Service Now (Case Management)

February 13, 2012 – January 17, 2014

HR Advisor; Accenture

- Handled end to end recruitment activities for Unilever Australia & New Zealand
- Assisted the hiring managers in creation of job requisitions & discussing the job description and requirements for the role through a briefing call
- Screening internal & external candidates, Interview scheduling, Offer Letter Generation and Onboarding activities for hired candidates
- Handled candidate's queries via call/email
- Creation of Purchase Orders
- Processed the Employee Referral bonus for employees who refer a candidate.
- Conducted quality checks & audits for the team
- Updated the standard work instructions for each process in the team portal
- Maintained the Operational Excellence (OE) documents for the team like SIPOC, High Level Map, Detailed Process Maps of each process, standard work instructions, FMEA, Visual Management, etc.

April 13, 2009 – January 31, 2012
Senior Process Executive; Infosys BPO Limited

- Sourced candidates from job portals
- Screened the potential candidates
- Handled & supported in a wide range of recruitment activities for the US Recruitment team
- Reviewed employment applications and background check/drug screen documents
- Reviewed the background check & drug screen results of the candidates
- Generated & issued offer letters for the candidates
- Updated the new hire details in the HR system
- Conducted peer to peer audits on the completed transactions to check on the quality scores for the team
- Conducted a detailed root cause analysis of customer complaints for the team.
- Handled inbound calls from the customers and solving their queries related to BT services and products, their bills, new BT connections, repairs, etc.

Education

2007-2009

Master of Business Administration (MBA), KIIT School of Management, KIIT University, Bangalore, Karnataka
Major: Marketing & Finance

2004-2007

Bachelor of Commerce (B.Com), Ramadevi Women's College, Utkal University, Bhubaneswar, Orissa

2002-2004

Intermediate (Commerce), Ramadevi Women's College, Utkal University, Bhubaneswar, Orissa

2002

Matriculation, ICSE Board, St. Joseph's High School, Bhubaneswar, Orissa

Accomplishments

- Excellence Award for great display of ownership and accountability during high volumes in Dell EMC
- Cause for Applause Award for organizing a CSR event called 'Flea Market' which led to people engagement and charitable contribution from the profits of the event in Dell EMC
- Numero Uno (best performer) award in Accenture
- Core member of the Employment Engagement group for the team called 'Mitraansh', conducted various engagement activities like team building & fun activities/games, CSR events, team celebrations, etc.