**VIDHU AHUJA**

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**Objective**

To harness my potential to the fullest and use my skills for contributions to the growth and expansion of the organization I work with.

**Academic Credentials**

* **MBA in HR from Symbiosis – Pune, India in 2008**. Aggregate – **72.58%**
* B.Com (Pass) from Delhi University, India.
* Intermediate from (C.B.S.E) New Delhi, India in the year 2002.

**Professional Summary**

* 7.5 years cross functional experience: including experience in HR Operations, Client Servicing, Team management & Quality.
* **Currently designated as** Process Lead in Aon Hewitt, India in Centralised Audit Team.
* **Got promoted** as a Team Developer in US Defined Benefits process in Dec’06.
* **Proficient in Microsoft Office Suite (word, excel, powerpoint)**.

**Work Experience (Summary)**

**March 2009 - Present**

**Aon Hewitt**

**Role: Process Lead (US Federal Benefits)**

As a process lead, I have been involved in:

* **Project Management**
* Worked on the Tenure wise Average Processing Time for various processes/document types.
* D**efined Benefits Revamp Checklist Creation Project** - Successful completion of the

creation of checklists for all the DB processes.

* Worked on Operations Control Equip project to identify critical clients and processes and also perform live audits to ensure accuracy.
* **Reporting**
* Preparation of **Monthly/ Weekly Reports & Dashboards.**
* Report out Process Accuracy levels to the leadership team on the periodic basis.
* **Quality Auditing**
* Audit processes as per the Quality Audit Grid for US pension plans.
* Document errors and provide appropriate feedback to the associates.
* Identify improvement areas and implement solutions
* Holding calibration sessions with the operations team to resolve escalated matters.

**June 2005 – March 2009**

**Aon Hewitt**

**Role: Team Member (Later promoted to Team Developer - US Federal Benefits)**

* **Team Management -** Mentoring associates for critical processes & clients. Internal pod audits, creation of processing calendars & handover checklists.
* **Reporting** - Preparing of Dashboards, CSG Reports, Weekly & Monthly Reports etc.
* **Workload management –** Managing pod, volume spikes & One time work order
* Trained & Coached – Training new hires and backfills within the team aligned.
* Worked with the ‘People’ focus group and involved in increasing floor engagement

by initiating and driving fun activities across the RSG.

***Responsibilities:***

#### *HR Operations / Client Servicing/Team Management*

* Managed & monitored the performance of the team Members to ensure efficiency in HR process operations and meeting of individual and finding the gaps.
* Determined training needs of team members and conducted suitable training programs to enhance their operational efficiency leading to increased productivity.
* Day to Day Work assignment to the team and monitoring , processing calendars, delegating work to meet deliverables, tracking status of outstanding issues, and process improvement
* Prepare various Team Performance and MIS reports
* Devising Training plans for any new work/process coming in and mentoring the associates to learn the same.

**Other Significant Accomplishments**

* Won various Individual and Team Awards.
* Received Spot awards
* Received Star of the Month, Endeavour & Excellence award.
* Received various VOC’s from the client team on a regular basis.
* Successful completion of Six-Sigma yellow belt quality course.

**Training Programs Attended**

* Attended various training sessions - Time Management, Effective Communications Skills, Yellow Belt Six Sigma Training, DB Refresher Knowledge etc. across the tenure with Aon Hewitt.

**Personal Profile**

* Date of Birth : September 06, 1984
* Gender : Female
* Marital Status : Married
* Passport No: : F7278249