**GARIMA AGARWAL**

Email: [garima1988agarwal@gmail.com|](mailto:garima1988agarwal@gmail.com%7C) Phone # +91 8376825365



**CAREER ASPIRATION**

In quest of challenging position with a leading organization where my knowledge & creativity can be shared and enhanced.

**PROFILE SUMMARY:**

* Possess excellent interpersonal, communication and organizational skills with proven abilities in team management, planning, training employees, benefit programs.
* Experience in Human Resource Management, general administration, payroll management, recruitment and personnel management.
* Adept at people management, maintaining healthy employee relations, handling employee grievances thus creating an amicable &amp; transparent environment.
* Demonstrated abilities in evolving and handling HR system and operations (such as recruitment, sourcing, compensation, performance evaluations, training &amp; development, employee relations, labor law, etc.)
* A keen communicator with ability to relate to people across all hierarchical levels in the organization

**WORK EXPERIENCE:**

**Worked with SCDHHS, South Carolina, USA**

**as Data Integrity Analyst (Cúram Helpdesk - Data Integrity)**

**Duration:** Sept 2017 to June 2018

**ROLE & RESPONSIBILITY**

* Worked with South Carolina Department of Health and Human Services’ Medicaid program by working assigned exception reports and tasks to correct eligibility information.
* Research and resolve discrepancies between the eligibility systems.
* Determining the appropriate system in which to process members' eligibility, and escalating tasks/cases to other teams as appropriate.
* Worked independently with limited supervision
* Met goals for number of tasks handled and work completed
* Prioritize items within database based on type of discrepancy, payment category
* Develop and maintains knowledge of Medicaid policy and procedure
* Experience with working on following software:
  + IBM Cúram
  + Microsoft Office - Outlook, Excel, Word
  + MEDS/MMIS
  + Microsoft SharePoint
  + Mainframe

**Worked for American Red Cross Society, South Carolina, USA Duration:** March 2016 to Aug 2017Disaster Workforce Engagement Specialist **ROLE & RESPONSIBILITY:**

* Responsible for leading and managing a primarily volunteer team to support and provide
* disaster workforce engagement. The DWES serves as the lead functional expert in the region for
* the local disaster workforce, tailoring national program offerings for the region, providing
* technical expertise, training, and leading regional implementation of Disaster Workforce
* priorities. This position supports regional employees and volunteers in the disaster territories to
* build capacity in the local community, and disaster cycle services.
* Specific functions of this position include program implementation, remote team building of
* employees and volunteers and soliciting feedback from end customers. Most specifically
* including workforce training, engagement, deployment and development.
* Also take care of the day to day administrative work like maintaining and updating volunteer
* details, filing, and other clerical duties as assigned.

**Worked as a mentor for young students(Up to grade 12) Duration:** since June 2014 to February 2016 **ROLE & RESPONSIBILITY:**

* Providing parents with weekly progress reports and interacting with parents for overall development of the students
* Conduct meeting with parents to understand the weakness of the students and act upon it
* Help students with day to day academic and co-curricular work
* Evaluating problem areas of students and help them to rectify
* Holding personality development sessions with students

**Worked with JAMA Corporation Pvt. Ltd.**

**As an Executive Human Resources.**

**Duration:** Since October 2012 to April 2014.

**ROLE & RESPONSIBILITY:**

As an executive, served as a key member of the HR team to assist in driving business results. Drive systemic organizational and people strategies that are aligned to the business strategy. Work closely with HRM to ensure seamless strategic management of the organization.

* **Recruitment:** Managing the recruitment life-cycle for sourcing the best talent from diversesources.
* **Facilitate the performance management process:** Prompt and support management inrespect of the application of the appraisal and other processes including salary review, also suggesting management in decision making.
* **Disciplinary action as per the Company Policy:** Participate in disciplinary and grievanceinterview to ensure equitable treatment to staff in accordance with the company policy. Coordinate the process of investigation and exit interview.
* **Payroll administration**: Prepare Payroll Inputs for Employees on daily basis and share thesame for payroll processing. Responsible for Managing Payroll helpdesk for handling employee queries and grievances.

Handling Leave Management, Salary Processing, Increments, Incentive Payouts, Salary on Hold & LWP.

* **Employee retention**: Meeting with the employees to understand the reason for resignation andcounsel.

**OTHER RESPONSIBILITIES**

* Managing Leave records and Reimbursements
* Negotiate & Finalize compensation as per industry and company standards.
* Preparing monthly HR reports relating to manpower planning for all circles, maintaining and updating of all the HR records and information.
* To prepare and complete Personal File
* Processing the documents of Recently Employed and details for Payroll
* Completion of various documents related to ESIC and PF, filing the return.
* Actively taking part in the management decisions making, relate to manpower planning, new hiring, Promotion, Increment and Disciplinary action.
* Handling cash responsibilities

**Worked part time as Business Developer (Since 2012)**

Responsible for building market position by locating, developing, defining, negotiating, and closing business relationships

|  |  |  |  |
| --- | --- | --- | --- |
| **EDUCATIONAL BACKGROUND:** | | |  |
| Graduation | 2007–2010 | Bachelor of Commerce | CSJM University - Kanpur |
| Post Graduation | 2010–2012 | Masters of Commerce | CSJM University - Kanpur |
| Post Graduation | 2011-2013 | MBA - IBM | Sikkim Manipal University |

**CO CURRICULAR WORK**

* Choreographed numerous dance performances, conducted cultural activities and directed plays
* Volunteered at Jyoti Deaf and Dumb school; Spastic center; Swaraj old age home, Kanpur for 8 years
* Volunteered with an NGO, Katha, working towards education of under privileged children for 3 years

**PERSONAL DETAILS:**

* Date of Birth: 05.09.1988
* Nationality: Indian
* Languages known: English, Hindi