ABDUL RAZAK NAIDU

#56, 1st Cross, Kempe Gowda Layout, N. Nagenahalli, Bangalore – 77
0-98867-55944 • abdulelite@gmail.com

PROFILE

Human Resources Professional with 12+ years experience in the areas of personnel recruitment, selection, training, compensation and benefits, policies, and programs with high-energy administrative, dependable professional with excellent knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and Human Resources Information Systems (HRIS), business and management principles; involved in strategic planning, resource allocation, human resources modeling, leadership technique, and coordination of people and resources.

A proven ability to implement strategic human resource initiatives, help executive management, assess organizational structure, develop credible guidelines and efficient processes, and implement cost saving measures and enhancements through the use of proven conceptual and analytical problem solving abilities.

Trained in Six Sigma Black Belt and Project Management (PMP); ITIL V3 Foundation Certified.

EXPERIENCE

GSD HR CONSULTING SERVICES (WORKFORCE – 5)
Chief Consultant – Human Resources   January 2015 – Present
Role – Business Owner

1. HRM Processes
2. Job Development
3. Recruitment/Selection
4. Organizational Behavior Programs
5. Organization
6. Performance Management
7. HR Development
8. Rewards & Recognition Management
9. Employee Relations
10. POSH – Prevention of Sexual Harassment @ Workplace.
    - Formation of the POSH Committee.
    - Quarterly POSH Committee Meeting with MoMs.
    - Filing of Quarterly POSH Committee Meetings with Labor Dept.
11. HR Information Systems:
    - Automation of the HR Processes.
    - Integrated HRIS Implementation.
    - HR Strategic Planning System.

ATS GLOBAL TECHSOFT PVT. LTD. (WORKFORCE – 60)
Senior Manager – Human Resources   September 2014 – December 2014
Role – Head of Recruitment & HR Operations
Reporting to the Chief Operating Officer

1. **Policy & Statutory Compliance**
   a) To formulate, implement & review HR Policies.
   b) Ensure Statutory Compliance.
   c) Ensure all company policies and procedures are up to date in line with current labor laws.
   d) Communicate to business stakeholders and managers.

2. **Team Management**
   a) Lead and coach the HR team to handle HR functions.
   b) Lead and coach the Corporate HR Operations Team.
   c) Performance Management for the Team through timely reviews.
   d) Succession Planning for the Team.

3. **HR Administration**
   a)   Employee Letters.
   b)   Employment contracts.
   c)   Approve updated organization charts.
   d)   Personnel Records - updated.

4. **Recruitment & Selection**
   a)   Manage the end-to-end Recruitment Process and overall responsibility for the hiring activity and campaigns.
   b)   Audit the Recruitment & Selection SOP across functions.

5. **Performance Management System**
   a)   Implement the Performance Management System.
   b)   Translate business goals into departmental goals.
   c)   Manage the performance review process.

6. **Employee Relations**
   a)   Deal with complex disciplinary/grievance and HR issues.
   b)   Measure employee satisfaction and identify areas that require improvement from an HR Operations standpoint.

7. **HR Metrics**
   a)   Build robust HR systems and processes and introduce necessary software to manage HR functions.
   b)   Design and manage HR Operations Budgets.
   c)   Track, validate, and drive the HR Metrics.

8. **Compensation & Benefits**
   a)   Prepare & validate the vertical reports for the payroll process month on month.
   b)   Carry out Salary benchmarking.
   c)   Coordinate Increments and promotions for all staff.
   d)   Design Employee Benefits.
   e)   Manage the Rewards programs.

NUANCE TRANSCRIPTION SERVICES INDIA PVT. LTD. (WORKFORCE – 2600)
Assistant Manager – Human Resources   January 2007 – April 2014
Role – Head of Recruitment & HR Operations
Reporting to the Chief Operating Officer
SOC – 32 (17 direct reports and 15 functional reports).

- Responsibilities include: Recruiting and staffing; organizational planning; performance management and improvement systems; organization development; employment and compliance to regulatory and statutory concerns; employee orientation, development, and training; policy development and documentation; employee relations; company-wide committee facilitation; company employee and community communication; compensation and benefits administration; employee safety, welfare, wellness and health; charitable giving; and employee services and counseling.
- Managing the overall provision of Human Resource services, policies, and programs for the entire company.
- Responsible for HR processes and SOX Compliance.
- Administering compensation, benefits and performance management systems.
- Advise managers on organizational policy matters such as equal employment opportunity and sexual harassment, etc. and recommend needed changes.
- Allocate human resources, ensuring appropriate matches between personnel.
- Analyze statistical data and reports to identify and determine causes of personnel problems and develop recommendations for improvement of organization's personnel policies and practices.
- Other responsibilities: Analyzing training needs to design employee development and health and safety programs, conducting exit interviews to identify reasons for

employee turnover, developing, administering and evaluating applicant tests, identifying staff vacancies and recruiting, interviewing and selecting applicants.

- Maintain records and compiled statistical reports concerning personnel-related data such as hires, transfers, performance appraisals, and absenteeism rates.
- Negotiate bargaining agreements and help interpret labor contracts.
- Facilitate change in organization to help transition all levels.
- Forecast future staffing and organizational needs and develop new programs to attract and retain staff.

SIBIM MEDICAL CENTER SDN BHD, MALAYSIA

Human Resources Consultant   January 2006 – December 2006
Reporting to the Chairman/CEO

- Conducted market research to understand the current industry standards, Interviewed the stake holders to study the current pay and benefits package.
- Conducted and documented GAP Analysis of the as-is system to identify key areas of concern and addressed them with the Business team.
- Conducted meetings to communicate the proposed plans and modified the new package based on the feedback from both the employees and the management.
- Drafted the final proposal based on the recommendations from all the stake holders.
- Assisted with the roll out, ongoing buy-in, and training of company initiatives, such as performance management, recruiting, benefits, HR policies and procedures.
- Assisted and advised management and associates during organizational changes.

NUANCE TRANSCRIPTION SERVICES INDIA PVT. LTD.

Recruitment Specialist   June 2005 – December 2005
Reporting to the local Unit Head

- Maintain knowledge of staffing needs and familiarity with essential job functions.
- Coordinate various HR projects, including updating job descriptions.
- Create and maintain job postings on internal applicant tracking system and internet job boards.
- Source candidates using resume databases, networking, internet job boards, cold calling, media advertising, and employee referrals.
- Process employment applications, evaluate qualifications, conduct interviews, make hiring recommendations, and maintain current records on status of personnel requisitions.

SPEECH 2 TEXT INDIA PVT. LTD.

Manager – Quality (Medical Transcription)   June 2003 – May 2005
Reporting to the Chairman/CEO

- Direct efforts toward quality documentation, including providing procedures, training, and resources for transcription team members.
- Establish guidelines for identifying qualified applicants for transcription and quality assurance staff positions.
- Develop standards for employee performance review related to quality documentation.
- Establish criteria for quality reviews.
- Establish policies and procedures that contribute to the efficiency of the transcription department.
- Through a standard random selection process, select randomly transcribed or edited reports for review.
- Review the transcribed report against actual dictation, applying industry-specific standards provided by current resources and references.
- Using preferred standard quality scoring criteria, calculate and score reports consistently and fairly, weighing the varying degrees of errors against the documentation length.

- Provide timely and consistent feedback to the medical transcriptionist or editor in order to eliminate repetition of errors, build skills, and mentor the medical transcriptionist/editor.
- Recognize, interpret, and evaluate inconsistencies, discrepancies, and inaccuracies in the medical dictation, and appropriately clarify and/or report them as required.
- Quality - Consistent with 98 - 99% accuracy in all files generated by self. Verify accuracy of patient information such as name and identification number; verify accuracy of transcription for correct punctuation, grammar, and spelling.

SHIFAA HOSPITAL & RESEARCH CENTER, BANGALORE

<u>Human Resources & Public Relations Officer</u>   January 2002 – May 2003
Reporting to the Chairman/CEO

- Responsible for coordinating in the OPD section.
- Overseeing of the Medical Consultants' requirements in the OPD.
- Monitoring of in-patient facilities and general house-keeping.
- Staffing and Recruitment of medical and non-medical staff.
- Payroll administration.
- Preparation of the shift roster for all medical staff.

KG INFORMATION SYSTEMS INDIA PVT. LTD.

<u>Lead – Production Trainer (Medical Transcription)</u>   May 2000 – December 2001
Reporting to the Operations Manager

- Spearheading and implementing the entire training programs to production staff and developing them into independent transcriptionists/editors able to meet the quality and productivity requirements of the company.
- Ensuring ensure all incoming trainees have effectively learned the subjects covered in the bridge training programs and be proficient in all areas required to perform the job of a transcriptionist/editor independently.
- Conducting regular TNA and identify the gaps to be bridged by organizing regular CEPs.
- Appraising participants on a regular basis and communicate with participants & managers on the performance levels.
- Developing and implementing development programs for trainees, to bridge gaps, when required.
- Assisting constantly, upgrading and developing training modules for fresher and bridge training.
- Creating teaching aids, course material, and constantly re-evaluating the material (which includes notes, handouts, slides, and other such material).
- Meet training numbers per training calendar and operation's requirements.
- Ensuring quality protocols are followed strictly and achieving the required training discipline.

HEARTLAND INFORMATION SYSTEMS, INC (TOLEDO, OH, USA).

<u>Quality Auditor – Medical Transcription</u>   May 1999 – April 2000
Reporting to the Shift Supervisor

- Perform quality audits of medical documentation utilizing preferred scoring guidelines, calculate and score reports consistently and fairly, weighing the varying degrees of errors against the document length.
- Utilize all available reference tools to ensure the accuracy of the transcribed documents.
- Provide quality feedback to the Operations Team regarding quality issues and areas of concern to help eliminate repetition of errors.
- Edit transcribed documents against actual dictation consistently according to transcription guidelines and standards of style.
- Transcribe medical dictation upon exigencies of the Operations Team.
- Follow established departmental policies, procedures, and objectives, including continuous quality improvement objectives.

- Adhering to strict patient confidentiality practices.

KG INFORMATION SYSTEMS INDIA PVT. LTD.

Trainer – Medical Transcription   August 1998 – April 1999
Reporting to the Training Manager

- To train batches of freshers (candidates new to medical transcription).
- Responsible for Class Room Training and On-The-Job Training.
- Implementing the entire training programs to all trainees and developing them into independent transcriptionists/editors able to meet the quality and productivity requirements of the company.
- Ensuring ensure all incoming trainees have effectively learned the subjects covered in the training programs and be proficient in all areas required to perform the job of a transcriptionist/editor independently.
- Appraising trainees on a regular basis and communicate with trainees on trainee performance levels.

HEALTHSCRIBE, INC. (BANGALORE)

Medical Transcriptionist   May 1995 – December 1997
Reporting to the Shift Supervisor

- Transcribing dictated medical audio files into word document.
- Transcribing and editing various types of medical reports such as discharge summary, clinical notes, Emergency Room reports, Operative reports, etc.
- Meeting daily requirements to optimize productivity and quality of work.

EDUCATION	**ALAGAPPA UNIVERSITY** (Integrated MBA 1st Year)	January 2013 -

KEY HR SKILLS

Staff Recruitment & Retention; HRIS Technologies; Statutory Compliance; Employee Relations; Project Management; Liaison between HR and other departments: Finance, Administrative, Operations, Software Dept.; Performance Management; Organizational Development; HR Policies & Procedures; Confidential Record Keeping; Disciplinary Procedures; Team Building and Morale Building; Employee Development &Training.

COMPUTATIONAL SKILLS

Extensive use of Microsoft Office tools (Word, Excel, PowerPoint, Access, Visio) and HR Information Systems.

ADDITIONAL TRAINING & CERTIFICATIONS

Trained in Six Sigma Black Belt, QC Services, Pune.
Trained in Project Management Program (PMP), PMCC, Bangalore.
ITIL V3 Foundation Certified through EXIN.

REFERENCES   Available upon request