

# Poushali Basu

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Skilled in HR Administration, Training & Development, Transition, Workday HR, Success Factors HR, ServiceNow, SAP HR Implementation, with over 13 years of experience, my goal is to seek a challenging profile in the domain of Human Resource. My long-term aim is to reach the pinnacle in the sphere of my work and to maximize my learning and thus delivering my best through my knowledge and skills. Seeking a position in your esteemed organization in HR domain, to use my experience to contribute to the better growth, profitability and development of the organization.

## PROFILE SUMMARY

- A dynamic HR Professional with **over 13 years** of experience in HR practice, HR Administration, Workday HR & ServiceNow HR Implementation, SAP HR implementation, daily HR activities
- Merit of providing **prompt resolution of employee queries** to maintain cordial management-employee relations
- Experience in implementing **HR systems and processes**, conducting training programs towards enhancing employee productivity and building committed teams
- An out of the box thinker with proven track record of establishing processes, SOP's, streamlining workflow and creating teamwork environment to enhance productivity innovatively
- Gained recognition as a **Certified Trainer** by Capgemini Group
- Excellent interpersonal skills with problem solving, logical thinking and analytical abilities
- Excellent team management skills
- Strong problem-solving skills
- Excellent proficiency in written and verbal communication skills
- Strong leadership skills to meet deadlines
- Strong client management and team management skills
- Excellent job organization and time management skills
- Attention to details and strong analytical skills
- Excellent communication skills

## AREAS OF EXPERTISE

- |                     |                          |                       |
|---------------------|--------------------------|-----------------------|
| - HR Administration | - Training & Development | - People Management   |
| - Workday HR        | - SAP HR                 | - Client Relationship |

## CORE COMPETENCIES

- Mapping client's requirements and coordinating, developing and implementing processes in line with guidelines
- Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
- Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrix
- Monitoring the performance of the team and guiding them to achieve the team goals
- Experience in leading HR service delivery & transformation
- Experience in leading HR Process Designing
- Experience in HR technology

## EMPLOYMENT DETAILS

**Current Role:** Team Manager - HR at Capgemini Technology Services India Ltd.  
**Duration:** Apr'23 to till Date

### Earlier Roles:

**Role:** Team Lead at Capgemini Technology Services.  
**Duration:** Oct'21 – Mar'23

**Role:** Process Lead at Capgemini Technology Services.  
**Duration:** Apr'18 – Sep'21

**Role:** Senior Process Associate at Capgemini Technology Services.  
**Duration:** Jan'14 – Mar'18

**Role:** Process Associate at Capgemini Technology Services.  
**Duration:** Jan'12 – Dec-13

**Role:** Associate at Capgemini Technology Services.  
**Duration:** Nov'10 – Dec'11

**Role:** Sr. HR Executive at Emcons Management Consultant Pvt. Ltd.  
**Duration:** Nov'10 - Nov'10

**Role:** HR Executive at Emcons Management Consultant Pvt. Ltd.  
**Duration:** May'10 – Oct'10

## **Key Result Areas:**

### **People Manager Responsibilities**

- Design and deliver effective, creative process strategies and best practices to deliver high quality HR Admin operations
- Play an active role in developing team, recruiting, training, backup planning and attrition management for the team
- Interface with clients regarding specific job orders, issues, improvements, escalations, etc
- Responsible for generating, maintaining and managing strong relationships with the client and fulfilling client HR ops needs within minimal time
- Able to handle daily activities which include client handling, escalations, deliveries
- Identifying and leading process improvements
- Responsible for team's performance and growth
- Responsible for ensuring up to date process documentation, change management and process & audit compliance
- Responsible for ensuring client and management reporting & proactive projection of challenges and probable solutions
- Manage the client engagement
- Work with designated stakeholders to gather and finalize commitments to meet contractual thresholds
- Respond to client's queries & escalations accurately (via phone, live chat, email and case management system)
- Process, maintain & administer HR transactions & provide support (e.g. Talent development, Mobility, Workforce administration, talent acquisition, case management, HR helpdesk, remuneration, etc.)
- Provide clarification of HR policies and procedures
- Organize knowledge sharing sessions both within the team and cross teams
- Update all required process documentation (process maps and procedures) and other documentation within agreed timeframes on the defined support tool
- Liaison with third parties, vendors and multiple stake holders
- Develop, mentor, and coach junior team members
- Develop process excellence in Operation activities
- Ensuring quality and timeliness of work
- Focused, diligent, high on quality and timeliness
- Contribute to team "Business As Usual" activities such as hiring, process improvement, service standardization, etc.
- Drive SLA, KPIs and targets within the team
- Experience of defining and documenting processes, SOPs, QRGs etc.
- Driving improvements, quality and high performance within the team
- Experience of managing employee life cycle activities like personal/job/pay changes, HR documentation, New hire/onboarding, transfers, leave & absences, promotions, relocations, separations, etc.
- System data entry experience (Workday HCM, Taleo, SuccessFactors, SAP etc.)
- Handle employee requests according to the project deadlines - Handle complex problems raised by client and provide solution
- Handle client communication and client Reporting
- Interaction with Client daily via phone, chat and email, work on resolving HR related issues, cooperate with other delivery team members

### **Transition & Delivery Management**

- As part of the transition team, manage the Payroll transition and took the KT from the onshore team
- Prepared SOP's based on the Knowledge Transfer
- Came back to Kolkata, trained the team and get them ready for Go-Live
- Managing daily operational activities post Go-live
- Coordinating with clients on daily basis

### **Global HR Transformation Project**

Have worked in a Global HR Transformation Project. Responsible for Workday and ServiceNow Implementation in line with aligning the current HR processes with the new ways of working for 6 countries - Singapore, Philippines, India, USA, Canada and UK

- Study the Global Process maps.
- Provide inputs and analysis in the localization workshops by aligning the process with technology
- Document the impacts on the local (country specific) processes
- Created training material.
- Took part to the Train the Trainer Session for Workday and ServiceNow Training
- Provided Training to the Operations team (both process and technology i.e. Workday & ServiceNow)
- Supported User Acceptance Testing (UAT) and Solution Acceptance Testing (SAT)
- Responsible for successful Go-Live and post Go-Live working as a Process Expert

### **Workday & ServiceNow Implementation**

- As part of the Global HR Transformation Project, working in Workday HCM Core Implementation Modules, SAP HR Module, ServiceNow Implementation
- Supported the implementation of Workday/ServiceNow by understanding the Global HR Processes and aligning the same to the Workday/ServiceNow technology to meet the client requirements
- Screen all assigned processes for risks, issues and opportunities for sustainable improvements. Identify continuous improvement opportunities
- Provide analysis and support to approved HR projects, to include testing scenario development and requisite data maintenance
- Manage process documentation as an important part of the overall enterprise business architecture
- Provide consultation for the integration of employee master data
- Perform analysis for reporting/audit requests
- Provide training to the Delivery Teams on Workday, ServiceNow & HR Processes. Solely responsible for delivering the training to the Kolkata DC

## **Recruitment, selection and induction**

- To provide administrative support to the recruitment process including:
  - Placing of advertisements
  - Liaising with recruitment agencies
  - Managing candidate correspondence including invitations to interview
  - Acting as point of contact for any candidate queries during the recruitment and selection process.
  - Preparation of shortlisting and selection documentation for managers including printing/copying of interview forms.
- To produce and issue all offer letters and employee contracts
- To undertake all required pre-employment checks, updating and discussing with line manager as appropriate
- To ensure all new starter paperwork is completed and relevant information provided to Payroll and benefits providers for processing
- To provide line manager with induction templates and new starter checklist to ensure a smooth onboarding process for the new employee

## **HR Administration**

- To administer starter / leaver processes including all documentation, induction processes and exit interviews
- To maintain and update electronic copy personnel record systems containing all employment-related information including absence, holidays, starters and leavers, benefits and equality and diversity
- To prepare all letters or contracts for any changes to employee terms and conditions e.g. Transfer/Promotion/ flexible working
- To handle maternity, paternity, adoption, shared parental leave and parental leave administration processes and ensure that associated payroll processes are completed
- To support the implementation of HR systems or databases; to enter data and maintain these accordingly
- To prepare, as required, management reports on employee-related data to assist with the management and development of staff
- To provide a pension administration service liaising with external advisers
- To provide general administration support to the HR department as required including filing, telephone answering, scanning, photocopying and emails

## **Payroll**

- To provide information to and liaise with the outsourced payroll provider / In-House Payroll Team to ensure staff are paid correctly and on time

## **Employee Relations**

- To respond to general queries from managers and employees, signposting them to the appropriate policies and procedures
- To provide administrative support to line managers in HR processes, including note taking at investigations or formal meetings

## **General**

- To maintain own continuing professional development, keeping up to date with legal requirements and relevant HR developments
- To maintain appropriate confidentiality of information relating to the Company and its staff and maintain compliance with the Data Protection Act

## **Emcons**

- Work with hiring managers on recruiting planning meetings
- Lead the creation of a recruiting & interviewing plan for each position
- Efficiently & effectively fill open positions & even working for outsourcing profiles
- Conduct regular follow-up with managers to determine the effectiveness of recruiting plans & implementation
- Develop a pool of qualified candidates in advance of need
- Research & recommend new sources for candidate recruiting
- Driving the team to achieve the target for the monthly recruitment
- Coordinating interview drives
- Coordinating on joining formalities

## **SIGNIFICANT ACCOMPLISHMENTS**

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- Achieved CSAT score of 99.4% against a target of 90% due to:
  - Regular DSAT discussion between teams
  - Daily connect with customers
  - Daily Knowledge sharing session with the team
- Worked on process improvement and simplification to automate processes and provided efficiencies

## **RECOGNITIONS**

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- Awarded the Out of Box Award in 20023 by Capgemini Group
- Awarded Outstanding Contribution in 2020 & 2022 by Capgemini Group
- Awarded Long Service Award in 2015 & 2020 by Capgemini Group
- Certified First Line Manager by the Capgemini Group
- Gained recognition as the Certified Trainer by the Capgemini Group
- Awarded the Soaring Eagles Award for recognition of Excellent Performance by Capgemini Group
- Awarded the Spot Award for recognition of Excellent Performance by Capgemini Group
- Awarded the Certificate of Recognition for Excellent Performance by Capgemini Group
- Awarded the Degree of Excellence by the Vice Chancellor, Sikkim Manipal University at SMU Convocation 2010

## **EDUCATION**

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- Master's in Business Administration (MBA) in HR from Academy for Professional Excellence under Sikkim Manipal University
- Bachelor of Business Administration (BBA) from Academy for Professional Excellence under Sikkim Manipal University
- Higher Secondary (Class 12) passed from Bidya Bharati Girls High School under West Bengal Board
- Madhyamik (Class 10) passed from Bidya Bharati Girls High School under West Bengal Board

## **PERSONAL DETAILS**

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Date of Birth: 22nd December 1985  
Languages Known: English, Bengali & Hindi

Right to live in UK: Yes  
Right to work in UK: Yes

References: On request

I hereby declare that all the information provided are true to the best of my knowledge.

Thanks & Regards,

*Poushali Basu*

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