

# Syed Wali

## Customer Support Specialist I | Naukri Maestro Recruiter | HR Enthusiast | Grad Student

HR and People Operations professional with proven experience in client success and employee enablement. Currently contributing to Springworks by assisting HR teams in optimizing onboarding and verification workflows, ensuring operational excellence and superior candidate experience. Seeking to advance my career in human resources by leveraging my expertise in communication, process improvement, and HR technology to drive organizational growth.

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## WORK EXPERIENCE

### Customer Support Specialist I

Springworks

05/2025 - Present

- Client Support Excellence:** Delivered multi-channel support to 200+ enterprise HR clients weekly via email, calls, and Slack, maintaining a 95% timely resolution rate and ensuring seamless HR operations.
- Compliance Management:** Partnered with HR and verification teams to resolve 30+ compliance-related cases monthly, ensuring complete adherence to company policies and data accuracy standards.
- Employee Onboarding:** Assisted in onboarding new hires by conducting orientation sessions, buddy meets, and knowledge-sharing sessions to help employees integrate smoothly into their roles.
- Team Training:** Trained and mentored new team members on support processes, internal tools, and compliance workflows to enhance team efficiency and service delivery.
- Client Onboarding Coordination:** Collaborated with Customer Success and HR teams for client onboarding, ensuring smooth implementation and communication throughout the verification process.
- Product Support & Engagement:** Provided end-to-end support to HR clients using Springworks products, including Alumni and EngageWith, focusing on employee engagement and retention initiatives.
- Cross-Functional Collaboration:** Coordinated with Operations, Engineering, and Sales teams to drive productivity improvements and enhance overall client satisfaction.
- HR Tools & Reporting:** Utilized HR tools like Zoho, Exotel, and Trello to manage candidate verifications, track cases, and maintain transparent and compliant HR documentation.
- SOP Development:** Contributed to creating and refining Standard Operating Procedures (SOPs) for enterprise clients to streamline workflows, enhance process efficiency, and ensure service consistency.

### Customer Support Intern

Springworks

07/2024 – 03/2025

- Learning HR Operations:** Gained hands-on experience in HR processes by assisting with employee background verification workflows and understanding end-to-end onboarding operations.
- Data Handling:** Supported daily verifications activities by reviewing candidate information, ensuring accuracy, and maintaining confidential HR records in compliance with company standards.
- Client Coordination Support:** Shadowed senior team members during interactions with HR clients, helping prepare updates, organize reports, and document client communications.
- Team Collaboration:** Worked closely with client's HR teams and verification teams to understand how HR data flows between departments and supports client success.
- Tool Proficiency Development:** Learned to use internal tools like Zoho, Exotel, and Trello to monitor verification progress, track client tickets, and manage internal case updates.

## Key Competencies

End-to-End Onboarding | Candidate Experience | HR Operations | HR Analytics | Client Communication | Process Improvement | Talent Coordination | Problem Resolution

## SKILLS

 HR Technology (Zoho, ATS, Trello)

 Employee Onboarding

 Client Communication

 Team Collaboration

 Process Improvement

 HR Management

 Analytical Thinking

## TECHNICAL SKILLS

### Tools & Technologies:

Zoho | Trello | HRIS | ATS | Microsoft 365 Suite (Excel, Word, Outlook, PowerPoint) | Job Posting Platforms: LinkedIn, Naukri | Boolean Searching | CRM Systems | Google Workspace

## EDUCATION

### Bachelor of Business Administration

CGPA – 7.8

Lovely Professional University  
2022 - 2025

## ACHIEVEMENTS

Recognized for exceptional client support at Springworks for maintaining a 95%+ resolution rate and exceeding service quality benchmarks

Secured 4th position in CBSE Class 12<sup>th</sup> at New Era Academy, achieving 93.8%.

Demonstrated teamwork and leadership by achieving 3rd place in the State-Level Football Championship (2022).

## CERTIFICATIONS

Naukri Maestro Recruiter | Naukri.com (11/2025)

Crafting Pay in India: Master Payroll Certification | Keka Academy (06/2025)

Excel Essentials for Data Analytics | Coursera (06/2025)

Certified Human Resources Manager | Vskills (04/2023)