**RADHEYSHYAM**

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**CAREER OBJECTIVE**

To obtain a challenging and responsible position that facilitates learning and provides opportunities to enhance my professional skills and meet the organizational goal.

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| **Experience** | | | | |
| **Company** | **Last Working Designation** | **Location** | **From** | **To** |
| **Nano Byte Solution** | **Senior HR Consultant** | Noida | Oct-17 | Sep-19 |
| **Aon India** | **HR Ops Manager** | Noida | Oct-15 | May-17 |
| **Hewitt Associates** | **Team Developer & Advance** | Noida | Sep-06 | Oct-15 |

**PROFESSIONAL SYNOPSIS**

A Commerce Graduate with over 6 years of work experience in HR operation Shared Services Managing Complete Recruitment, HR Operation data Management, Recruit, Offer, Onboard, Induction, Promotion, Termination, Pay, Leaves, Bonus, Ad Hoc Pay, Offer/Promotion Latter, employee grievances, Appraisals, payroll inputs, SLA, TAT, attrition Management, SOP Creation Viz BRD, PRD, User Manual.

Performed Testing (Process and System before Go Live date of the process/ Client)

Expertise in managing people, Process, Client, SLA and Support in Project Management

Participate in gathering of client’s policies and procedures and creation of client specific documentation viz. BRDs, SOPs etc.

Hands on experience on SOP Creation, Process Map and process Flow (Usages of Visio and Swim line flow), Users Manual.

Review/update SOP (Standard Operating process) on regular basis, Revisit Process Checklist as per client requirement.

**WORK EXPERIENCE**

* Managed the employee life cycle for global employees I, e (UK, US, Canada, APAC -Including India) which includes Issuance of offers, Creation HR Records, Probation Management, Administration of Employee Movements such as Transfers, Change to Terms & Conditions (including Promotion, Job Title change, Salary change, Bonus, Working Hours Change etc.), Exit Management, Communicating with other departments with regards to New Joiners & Leavers
* Supporting Local HR Business Partners in day-to-day operational issues, Investigating and resolving employee queries  
    
  Preparing Monthly payroll input and maintaining payroll information by collecting, calculating, and entering data for New Starter, Leaver, Benefits Coverage, Bonus, Medical deduction, Ad-hoc deductions/payment etc.  
    
  Resolving discrepancies in pay, providing answers to employee questions and requests and supporting
* Supporting management for performance management cycle, including coordination for annual salary review, increase and bonus letters to employees.

* Managing integrity of employee data on SAP HR/ PeopleSoft through real time updating of changes like supervisor, job titles, salary, bonus, cost centre, overtime payment etc
* Administrating time off and absences which includes Cancellation/Amendment of Leaves, Recording absence and ensuring that system is in line with the Company policies on Holiday, Sickness and other leaves.
* Maintaining TAT and SLA, report out pending cases and resolve them ASAP to improve the Turnaround time.
* Co-ordinate the vertical’s hiring and training requirements with the business leaders in line with business requirements and ensure closures with the specialist hiring and training team.
* Up skilling of business managers – best practices in both individual and collective change processes.
* Supports the implementation of company’s core values and cultures and supports the implementation of structures and strategies to improve individual and organizational performance.
* Strategic partner – Participate in the development of the department’s common objectives and plans as a strategic partner, but particularly from the perspective of the impact on people.

**Key Result Areas (Across the tenure)**

**People Management/Team handling**

* Handle Employee Engagement, Performance Management, Grievance Management and Manage Attrition %
* Measures performance, provides feedback, and holds Team Developers accountable for their performance and the performance of their teams.
* Monitor, generate and acts upon performance / resource utilization Reports
* Conducts necessary performance /Quality conversations with associates every month
* Conducting team reviews, submitting progress reports of the team to the Sr. manager and completing annual appraisals.
* Evaluate capacity plans and staffing requirements for Operational delivery.

**Client Relationship Management**

* Participate in gathering of client’s policies and procedures and creation of client specific documentation viz. BRDs, SOPs etc.
* Review/update SOP (Standard Operating process) on regular basis, Revisit Process Checklist as per client requirement.
* Ensure constant communication with onshore team/client for planning, identifying and resolving service delivery issues.
* Collaborate with client HRBP to ensure alignment on priorities and projects.
* Serve as first point of contact for client for daily needs as well as escalation point

**Process Management**

* Identifying, planning and managing Process Improvement Ideas to improve processing performance.
* Monitoring Service delivery reports and process metrics to track health of process.
* Review and resolve escalated team’s deliverables (Data quality checks and client responses).
* Daily performance monitoring and managing team’s productivity.
* Prepare and Monitor progress of training plans.
* Works closely with other departments (Payroll, Benefits, Time and Labor, Contact center, Pension) to build and secure support and resources for day to day operations, Projects and initiatives.
* Preparing presentation for sharing monthly progress of the team, challenges /action plan with internal Sr. Management Team and with clients.

**Project Management/Transition Management**

* Transitioned Global Clients Coca-Cola and American Express HR processes to India Office
* Offsite Virtual Transition and Offshore Implementation in shared service environment for HR Transaction processes of global client (Pre-Payroll, Hire to Retire/termination)
* Involved in transition (offsite) of HRO processes, Handled testing phase for 2 Global Client (IAT, UAT, SRT and JSRT) which includes completed testing of Clients Portal (myHR, SAP HR, PeopleSoft, BOUI, Siebel, Content manager (Imaging)
* Prepared Transition Implementation /comprehensive SOP documentation and Complete end to end documentation of Transactional activities
* Worked as site lead for WFA domain during Implementation along with Managing transition plan / go-live dates

**ACHIEVEMENTS/ AWARDS RECEIVED**

* Premier Team and Extra miler Award for exception team work.
* Champion Award for Outstanding work.
* Received appreciation from client and Sr. Management for providing valuable ideas for Process Efficiency and Effectiveness.

**TRAININGS ATTENDED**

* Coaching and Feedback Skills
* **Lead to Inspire**
* Negotiation Skills/ Presentation Skills
* Aon **Lean Six Sigma Green Belt**s

**WORK EATHICS**

* Excellent team player.
* High learning ability and adaptability to dynamic work environment.
* Demonstrated leadership experience and strong personal integrity.
* Able to work in a cross functional team environment, both independently and as part of a team.
* Learn, Lead and inspired people to improve professionally and personally.

**ACADEMIC PROFILE**

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| B.Com (Graduate) | Delhi University, 2001 |
| MBA – Perusing | Amity University, 2017 – 2020 |