

NAKSHATRA UDAY

Human Resources Professional

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Summary

With over **4** years of extensive experience, my specialization lies in **onboarding/offboarding process**, **HR team coordination**, and comprehensive HR functions including **staffing**, **record-keeping**, and **employee benefits management**, **HR project coordination**, **talent acquisition**, coordinating **full-cycle staffing** and **recruitment** initiatives for **salaried**, **executive**, and **frontline** hires. Proficient in **ELCM**, **HRIS**, and technical support, I excel as a **human resources coordinator**, ensuring seamless HR processes for efficient service delivery. My specialization encompasses employing **agile** methodologies for seamless planning, **milestone** tracking, and timely **deliverable** oversight. Onboarding/offboarding, talent acquisition, **background verification**, team coordination, **HRIS** system implementation, **applicant management system**, **SAP**, and troubleshooting. I am proficient in **Office 365**, **database management**, **payroll** and **talent acquisition** support. My adept use of collaborative technologies, including team collaboration tools and cloud-based platforms, further enhanced the success of **HR projects**, a role I successfully fulfilled at **US-ABB**. I have a proven track record of completing required onboarding and recruitment administrative activities, bringing valuable experience in both technology and HR from high-growth **SaaS** companies.

Experience

Cogeco Connexion

Burlington, Canada

Technical Support Analyst (Customer Support)

01/2023 - 04/2023

At Cogeco, I improved the escalation and resolution process by coordinating with **quality assurance** and **network support** teams, overseeing technical issues, and promptly directing them to the right Engineering resources to meet **SLAs**.

- Leveraging **Microsoft Office** programs (Word, Excel, PowerPoint), and **Compass CRM** I analyzed customer queries and swiftly updated documentation, resulting in a **10%** efficiency boost.
- Provided technical support, managing logistics such as equipment setup, shipping, **configuration** of equipment, testing, and escalation of technical issues to ensure effective technical support and stakeholder communication.
- Ensured **100% compliance** with PIPEDA requirements, reducing resolution time by **35%**.
- Used **Client Services** platform tool **Zendesk** to manage client accounts, maintained **confidentiality**, identified at-risk accounts, and implemented proactive measures to address their needs and prevent churn.
- Utilized **SharePoint** to manage client data, communication, and reporting, keeping all stakeholders informed and aligned.

ASEA Brown Boveri (US-ABB)

Bangalore, India

Human Resources and Onboarding Coordinator

08/2019 - 04/2022

As a former **HR Coordinator at ABB**, a multinational engineering company, I contributed to recruitment and hiring practices by closely collaborating with the HRBP's and managers, focusing on talent acquisition, recruitment, training, and benefits.

- Developed and maintained reports and dashboards using **Tableau**, providing real-time insights for key stakeholders.
- Led global onboarding, talent acquisition, recruitment, and offboarding processes, serving as the SME for **Industrial Automation, Robotics, Electrification and Products divisions**.
- Used **SQL** scripting in conjunction with established problem-solving methodologies to identify and resolve diverse technical system issues. Ensured compliance with GDPR and other regulatory standards, managed candidate profile, **ATS**, **NDA's**, patents, and demonstrated strong proficiency in **SAP**, along with an average understanding of **ADP**.
- Evaluating **Workday** releases and implementing **HRIS** solutions for Employee Lifecycle (EL) within Human Resources.
- Innovatively managed HR duties and HR practices, efficiently handling **Recruiting, Payroll, Case Management, Offer Launches**, and **Background Verification**.
- Supporting business talent acquisition process strategies, employee legislations, and requirements for the **United States, Canada, Puerto Rico, and Mexico** to achieve efficiency, productivity, and reducing time-to-fill by **40%**.
- Led recruitment efforts and follow-ups to fill both technical positions and senior executive hires at ABB, collaborating closely with **Directors of Talent Acquisition** to ensure strategic **talent acquisition** goals were met. Facilitated bi-weekly computer-based training sessions for blue-collar workers, supporting their skill development.
- Managed **internal employee** movements between ABB countries, facilitating recruitment processes, and assisting with **tax, benefits**, and **visa** procedures. Ensured functionality of new **HR systems** and **vendors like Workday HCM, SAP** to meet business and compliance requirements.

Experience

Insnap Technologies

Bangalore, India

Senior Technical Writer

12/2018 - 07/2019

Leveraged my skills as a Technical Writer to create and maintain user guides, manuals, and other technical documentation, supporting IT clients.

- Created and maintained online content within the platform, including tutorials, FAQs, and knowledge base articles. Ensured all marketing materials adhered to brand guidelines and communicated technical information in a clear and engaging manner.
- Collaborated with product team to update documentation for a major platform release, resulting in a **95% user satisfaction** rating. Leveraged strong communication and interpersonal skills to build rapport and trust with clients, ensuring their satisfaction and success.
- Developed a case study showcasing a client's **40% ROI** achievement through InSnap's cloud data-driven marketing capabilities deployed **Microsoft Azure**.
- Utilized Knowledge base platforms like **Zendesk Guide** for article creation and management.
- Leveraged **Google Docs** for collaborative writing and document sharing for both external clients and team for faster feedback and communication.

Enaviya Information Technologies Pvt

Bangalore, India

HR Project Coordinator

08/2018 - 11/2018

As Enaviya's former **HR Project Coordinator**, I spearheaded the integration of Servicenow and SAP technologies, optimizing HR processes and exceeding SLA goals for organizational excellence.

- Employ **Servicenow** and **SAP** platforms to streamline project workflows, track progress, and facilitate communication among cross-functional teams.
- Leveraged advanced skills in **Microsoft Office Suite** at Enaviya, utilizing applications such as Excel, Word, and PowerPoint to streamline documentation, reporting, and communication processes.
- Act as a liaison between HR, IT, and other departments, ensuring alignment of project goals with overall organizational objectives. Regularly update project stakeholders on key metrics, milestones, and any deviations from the project plan, using data-driven insights for continuous improvement.
- Implemented and managed a robust **Candidate Relationship Management** system at Enaviya, ensuring a positive candidate experience throughout the **recruitment lifecycle**.

India Today

Bangalore, India

Journalist Intern

04/2017 - 07/2017

Reported breaking news, conducted insightful interviews, and crafted captivating stories across diverse beats, informing and engaging the public with accuracy and timeliness.

- As a Journalist intern, I pursued hard-hitting investigative stories, conducted insightful interviews with key figures, and delivered accurate and timely reports to keep the public informed on crucial issues.
- Throughout my internship as a journalist, I crafted insightful columns that delved into the intricate intersections of technology, politics, and sports.
- I provided readers with compelling narratives that navigated the dynamic landscape of these multifaceted subjects.

Education

Seneca College

Toronto, Canada

PG Certificate in Marketing Management

05/2023 - 12/2023

Seneca College

Toronto, Canada

PG Certificate in Human Resource Management

05/2022 - 12/2022

Mount Carmel College

Bangalore, India

Bachelors in Political Science, Economics And Journalism

06/2015 - 05/2017

Skills

HR Systems: Workday HCM · SAP · ServiceNow · ADP · Wordpress

Microsoft Suite: Excel · Word · Power Point · Visio · Outlook · Adobe · MS Office

Database Management: Querying (SQL) · Tableau

OS: Windows · Linux · IOS

Training and Development: LMS

Project/Ticket Management Tools: Jira · Ask HR · Zendesk

ELCM:

Recruitment Planning · Onboarding · Talent Acquisition · Payroll Support · Offboarding · Background Verification ·
Global Mobility Support · Compensation

Achievements



HR Management

Received Spot and Trailblazer honors for proficient Human Resources management, acting as the primary contact for HRBPs, HRSS Support Centres, HR CoEs, and HR Partners.



CHRP

In the process of completing Certified Human Resources Professional (**CHRP**) certification.



Data Analytics

Developed HR reporting catalogue and provided actionable insights to drive business decisions.

References

John Abraham — John.abraham@in.abb.com

Adam Barclay — adam.barclay@us.abb.com