

Diivya Paul

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Senior Global HR Coordinator

Dynamic and results-driven **Senior Global HR Coordinator** with 7+ years of comprehensive experience across HR operations, HRBP functions, and employee lifecycle management. Proficient in **Workday, ServiceNow, and Darwinbox, SOP** development, and process improvement.

Experienced Subject Matter Expert (SME) with a strong background in **real-time and document audits**, supporting end-to-end HR operations across global regions including **Nordics, MEAP, UK, US, APAC, and Germany**.

Proficient in handling offboarding activities, leave of absence processes, and full employee lifecycle tasks within Workday. Skilled in preparing and maintaining **SOPs**, training materials, and quick guides. Adept at handling escalations, providing process support, and collaborating with cross-functional teams to ensure compliance, data accuracy, and continuous improvement in HR service delivery.

Professional Experience

Ramboll India Pvt. Ltd.

Senior Global HR Coordinator

Oct-22 till date

- Transitioned into Retire and Leave of Absence Process for Global regions-Nordics, MEAP, UK, US, Americas, APAC, Germany.
- Handling all the Offboarding activities, creating reference letters and all other exit formalities in Workday.
- Taking care of leave of absence process where in Maternity, paternity parental, sick leaves are covered in workday and creating letters regarding the specific leaves.
- Timesheet registration for employees on maternity leave.
- Subject Matter Expert (SME) with proven expertise in real-time and document audits, HR operations, and global process support.
- Currently managing **escalations** and responsible for **creating and maintaining SOPs** to ensure process standardization and compliance.
- Skilled in handling HR processes across regions including **Nordics, MEAP, UK, US, APAC, and Germany**.
- Adept in Workday, ServiceNow, and Outlook for managing employee lifecycle, leave of absence cases, and offboarding activities. Known for driving process improvements, ensuring data integrity, and delivering training and documentation for operational excellence.
- Creation of offer letters & contracts, initiating background checks, updating employee data changes, transfers to handling off boarding formalities for leavers.
- Providing support to employees with various HR-related queries and liaising with heads of department to find resolutions and Handling leave related inquiries regarding maternity, paternity, parental/SPL,

- flexible working requests as well as employee conversions & employment terms change requests.
 - Managing & Handling service requests of Employees, Managers, HR Business Partners and Global HR Teams via Workday Inbox, Shared Mailbox in Outlook and Service Now.
 - Creating & maintaining SOPs, Quick guides, and other training materials.
 - Coordinating with Managers, HR Business Partners, IT, HR Application team etc. for query resolution, new process updates, new process transitions, process challenges and Improvements
 - Providing process training to new joinee in the process.
 - Performing clean-up activities to ensure the quality of employee information in the HR database.
 - Creating employment certificates & Employment reference letters for current and former employees.
- Experienced.

Big Basket (A Tata Enterprise)

Executive - HR

Jan-19 to Sep-22

- Joining formalities through Darwin box (HRMS) as per compliance and sharing timely requests for E. Code Creation, Biometric registration, Bank account follow-up & Confirmations, Welcome Mail of New joiners.
- Email Id Request, Laptop Request, Id Cards, HRMS creation (Earlier worked on Adrenalin & Now handling Darwin box), Appointment Letters Issuance.
- Maintaining G1 personal files, with checklist as per audit parameters.
- End to End Recruitment for Employees.
- Complete all Exit formalities within the timeline.
- Managed attrition at an optimal level through sharp interventions (BDE's & CEE's).
- Timely attendance Dashboard of data and other required roles from time to time.
- Timely shared the attendance & payroll inputs to the regional team.
- Manage High Process adherence (Process Audits).
- Sharing Various reports to the region on a timely basis.

Hindustan Wellness Pvt. Ltd.

Executive HR

Jul-18 to Jan-19

- Issuing different via offer/appointment/transfer/absconding letter.
- Onboarding new employees. Documentation and arranging Induction Training.
- Updating employee details in HRMIS
- Ensuring Biometric registration from very first day of New Joiner
- Generating MIS Reports for Management decisions of every kind.
- Maintaining Employees personal files.
- Responsible for issuing I-cards and employee hygiene
- Arrange for opening Bank account for new joiners with our Company authorized bank
- Provide office supplies (Stationery) for staff, stores and maintain adequate stock.
- ESIC updating in portal
- PF Withdrawal

Core Competencies (HRBP) & Responsibilities Handled

HR Functions:

Recruitment

- Handling recruitments for all levels for PAN India locations.
- Taking interviews & finalizing the candidate in ordinance with respective departments.
- Negotiating salary & rolling out the offer.
- Taking care of induction & ice-breaking for new joiners.
- Appointing “BUDDY” to new joiners to facilitate them in adjusting to the new working culture.

On boarding and Induction

- Managing the whole process of onboarding of a new employee.
- Taking care of Joining formalities, making an induction schedule and orientation program.
- Issuing Offer Letter, Appointment Letter, Confirmation Letter, Transfer Letter and other Misc. Document.
- Maintaining Personal Files of the employees.

Employee Engagement

- **Managing employee engagement activities for employees.**
- Organizing indoor as well as Outdoor activities like Observe the team, Truth & Lies, Join the Pieces, Treasure Hunt etc to help employees in team building & enhancing Leadership Traits.
- Involved in handling promotions, up gradation, transfers, and annual revisions.
- Taking care of **R&R activities**: - employee of the month, star of the day, weekly WOW master etc.
- Organizing Health camps for employees & their families.
- **ChairPerson of ICC committee, ensuring safe working environment for employees i.e. free from sexual harassment & racial discrimination.**
- **Active member of diversity & inclusion team.**

Vendor Management

- **Managing end to end process formation of vendor management.**
- **Making sure consultancies to close positions within TAT.**
- **Processing Invoice of consultancies.**

Internal Audits

- Timely Auditing all the data's & software (HRMS, Time Office Etc)
- Taking care of BGVs & their reports.
- Tracking Deactivation of HRMS & Email Ids.

MIS & HRIS database

- Maintaining HRIS database and regularly updating keeping a track of all changes in the organization structure.
- MIS related to employee databases e.g. Manpower MIS, Dept. wise Daily, Weekly, & Monthly Cost. Dept. wise Attrition rates etc.
- Preparing Monthly Budget of the Organization keeping in view the anticipated changes in the wages cost.
- Hand on experience of working on HRIS Adrenalin and Darwin box.

Exits & Full & Final Settlement

- Taking Care of Exit Formalities.
- Issuing Relieving Letter, Termination letter, Experience Letter, No dues certificate and other formalities related to Exit of an employee.
- Preparing Full & Final settlement of the employee and ensuring timely payments.

Attendance & Time Office Management

- Managing Time office & Attendance Management System (Biometric devices).
- Hand on experience of working on various HRMS, Adrenalin, Darwin box etc.
- **Vendor Management(Third Party Payroll)**

Performance Management

- **Managing end to end PMS for all employees.**
- Starting from “Goal setting” based on OKRs of employees to “self-rating”, “Managers feedback”, “Rating normalization” to “final rating”, monitoring & ensuring that the process remains transparent and unbiased.

EDUCATIONAL QUALIFICATION

- 10th from C.B.S.E Board in 2010
- 12th from C.B.S.E Board in 2012
- B.COM Passed from DGCG.
- MBA (HR & FINANCE) from UILMS

Project:

- Understanding & Analyzing the Recruitment process

Computer Skill: -

Operating System: - Windows 98, 2000

Software Package: - Ms Office 2000, Internet, XP, Ms Word, Ms Excel, Power point

PD FIN-One Year diploma in institution Tally, visual, pay & Busy win