




# NIHARIKA SINGH

## LEAD- HR SHARED SERVICES

### CONTACT

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 Noida, UP

### SKILLS

- Drive Culture Champion Program
- Lead Change Management
- Employee coaching
- Transformation-Digitization
- Budgeting and Reporting
- HR Analytics
- Knowledge of HR Practices
- SAP along with integration
- HRMIS systems (EHS, Leaves and Attendance, SmartCompliance tool )

### EDUCATION

MBA in Human Resources  
**Manipal University** 2005

Bachelor of Science  
**CCS University Meerut** 2001

### EXPERTISE

- HR Shared Services setup
- Expat Management
- Global Center Setup
- HR Transformation & Digitization
- ERP enablement & Integration
- Process Simplification

### PROFILE

Detail oriented and self-motivated professional with 17+ years of experience in the human resources field with extensive knowledge over large groups across industries. Committed to excellence, has a strong work ethic, and takes pride in her work.

Proven success in leveraging Corporate Theories by SAP implementation/integration, HR help desk ticket management, HR Operations, PMS(design /implementation), automation of HR processes, HRIS project, drive internship program(phela kadam), exposure of IR domain and many more.

An Uncompromising approach to ensure the expectations, improving operational processes & achieving company performance.

An Impassioned Leader who mentors with purpose and understands that strong working relationships create great teams & produce exceptional results.

### WORK EXPERIENCE

#### Senior Manager- HR Shared Services

CNH Industrial India Jun 2011 – Jul 2023

- Broad understanding of the HR Shared Services Center operations
- Maintains a network of key internal and external contacts to answer questions, resolve issues and provide support
- Be an effective leader and interact effectively with leadership
- Analyze problems and provide direction
- Providing a high standard of customer support globally for all relevant HR system modules
- Enabling the Shared Services team to be knowledgeable of all HR system functionality
- Specialist in-depth knowledge and understanding of how the current HR Systems operate and the data flows between different HR systems
- Direct the development and implementation of an efficient transaction process, staff, and support systems that meet HR's strategic direction
- Contract Management and Permanent & Temporary Employees Life cycle
- Handling complete employee life cycle & HR Core operations as HRSS lead
- Payroll Management – Preparing Monthly payroll inputs for Salary disbursement.
- Managing Internal & External Audit as lead facilitator for India
- Maintenance and enhancement of HR systems (SAP, Adrelin)
- Maintains the highest level of teamwork within HRSS
- Maintain Employee data in ERP to ensure payroll and management reports
- Act as first point of contact for providing solutions to internal customers
- Provide standard reports, handle ad-hoc report requests and provide HR analytics on demand
- Recommend new approaches, policies and procedures to affect continual improvements in efficiency of department and services performed
- Global mobility support

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**In the span of 6 years following are significant achievements:**

- SAP/Adrenalin Application Implementation
- SAP Integration with local application
- Automation /Digitalization
- New Entity Establishment in India
- New Company Setup
- Pan India Policy alignment,
- Capability Building & setting up of HRSS Team
- Successful execution and institutionalization of YCMAD (recognition scheme) along with R&R Implementation
- Reduction in FNF days
- Standardized Induction
- Joining & Onboarding process
- Superannuation process
- Online HR Process like confirmation, Separation, etc.
- Third party employee's management
- Digital File management
- MIS
- Cost management and consolidation of service providers for canteen, transportation etc.
- SPOC for I flex, Payroll, SIP/PLM.

Career growth in the following years:

**Recruitment Executive >> Site HR Specialist >> Compensation & Budgeting Specialist >> HR Generalist >> HR Shared Services Lead**

### HR Executive

Kelly Services Consulting Pvt. Ltd

Dec 2005 – Jun 2011

- Project Implementation – HRIS
- Assisted C & B
- Payroll Inputs
- Annual Training plan, execution, feedback and MIS
- Head hunting
- complete employee life cycle from Joining formalities
- Recruitment coordination with and outside vendors

### HR Executive

JCB India Ltd

Sep 2004 – Sep 2005

- Recruitment Coordination
  - Support in training & Development
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