

SHANMUGA PRIYA

Email ID: Priya.career1311@gmail.com

Mobile No: [9986618339](tel:9986618339)

CORE COMPETENCIES

*** HR Operations * Induction & On-boarding * Resource Management * HRMS Management * HR Policies * ISMS / HR Audits * Statutory Returns * MIS & Dashboard Management * HR Tickets * Visa Processing * Performance Management * Rewards & Recognition * Employee Engagement * Employee Grievance * Exit Formalities * Vendor Management**

CAREER SUMMARY

Resourceful Human Resources Manager offering employee relations and business management expertise paired with first-rate communication and problem-solving abilities. Strategic and well-rounded professional seasoned in managing and overseeing various aspects of HR. Commended for building trusting relationships within organization to support business needs.

PROFESSIONAL EXPERIENCE

Company : Prometheus Group, Bangalore
Position : Assistant Manager – HR
Duration : From May 2023 to till date

Main Responsibilities & Initiatives as an Assistant Manager - HR:

- Assist in recruiting and hiring new employees, conducting interviews and orientation sessions.
- Provided guidance to managers on employee relations issues such as performance management, disciplinary action, terminations and grievances.
- Conduct training sessions for new hires and existing staff to ensure compliance with company policies and procedures.
- Coordinate employee benefits programs including health insurance, retirement plans, vacation and sick leave policies.
- Collaborate with department heads to develop staffing strategies that meet organizational objectives.
- Maintain accurate records of personnel-related data such as salaries, leaves, attendance and other relevant information.
- Organize events such as team building activities, workshops and seminars to promote workplace morale.
- Review timekeeping records of employees to ensure accuracy in payroll processing.
- Assist in Retention, Succession Planning.
- Oversee all aspects of onboarding process for new hires including completing paperwork requirements.
- Manage exit interview process for departing employees by collecting feedback about their experience with the organization.
- Handle sensitive employee and company information with highest level of confidentiality and discretion.
- Direct HR programs, policies and processes to improve operational efficiency.
- Manage full-cycle human resource operational activities to maximize HR employee performance.

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**Company : Surya Data Management and Network Technologies
PVT Ltd., Bangalore**

Position : HR Manager

Duration : From September 2022 to November 2022

Roles & Responsibilities:

Responsible for leading, supporting, and facilitating the delivery of HR services, development and practice of HR policy and Process, Employee engagement, Performance Management. Works closely with the Leadership Team, Centre of Excellence, and other stakeholders; provides expert advice on fair and equitable employment practices and provides coaching to managers in policies, process, and awareness of workplace issues.

- Conducting Walkin Interviews and recruitment drives.
- Resource management and coordination
- On-boarding formalities and Induction for new joiners.
- Grievances handling, responsible for day to day general HR activities.
- MIS Report Generation – Attrition analysis, Manpower reports, Addition-Deletion reports
- Attendance system / biometric management.
- Maintaining the Online Leave Management System.
- Corporate Medical Insurances, ESI.
- Background Verification – Thorough verification process either internally or through an external vendor.
- Exit process management, facilitating clearance process.
- Organize Meetings, Status Reports to senior management team.

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Company : Walmart, Bangalore.
Position : HR Executive
Duration : From July 19 – September 22

Walmart is a tech powerhouse that innovates for the world's largest retailer. Since their inception, they've been dedicated to bringing about customer delight and convenience, on a global scale. Walmart's technology-first products and solutions cater to millions of customers' needs while saving them time and money.

Roles & Responsibilities:

- Developed and implemented HR policies, procedures, and processes to ensure compliance with employment regulations.
- Conducted performance reviews for all employees on a yearly basis.
- Managed employee relations issues such as grievances, disciplinary actions and terminations.
- Organized recruitment activities including job postings, candidate sourcing, interviewing and selection.
- Reviewed job descriptions for accuracy and relevance to current needs of the organization.
- Created and maintained personnel records in accordance with legal requirements.
- Drafted offer letters for new hires in line with company policy and procedure.
- Provided guidance to managers on best practices related to human resource management.
- Conducted exit interviews for departing employees to identify areas of improvement within the organization.
- Analyzed data from surveys and other sources to identify trends in employee satisfaction levels.
- Prepared monthly reports on staffing metrics such as headcounts, turnover rates.
- Assisted senior management with strategic planning initiatives related to talent acquisition.
- Facilitated training sessions for new hires on topics such as organizational culture, policies and procedures.

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Company : Accenture
Position : HR Analyst
Duration : From December 2014 to July 2019

Roles & Responsibilities:

- Played a key role in ensuring the implementation and adherence of the HR plans and HR framework/system to meet strategic business need of the organization in collaboration and coordination with the program team.
- Designed and implemented a standard onboarding and proper new hire orientation process ensuring completely new hire paperwork and full orientation of the new employees about their roles and organization.
- Managed the smooth and proper exit/termination of the employee. Ensure full & final settlement is done as per the organization policy and compliance, employee is removed from all benefits plans and exit interview is conducted. Analyze attrition data, prepared reports and develop strategies to manage and reduce the attrition.
- Established and maintained an effective performance management system that drives high performance. Monitor and review effectiveness of tools (e.g., role clarification, competencies, scorecards) and processes (e.g., performance and development reviews) to ensure system continuity to support the attainment of business objectives.
- Drive Learning programs including technical training and ensure that programs are in line with development needs as per Business needs. Provide feedback of Learning Programs to management to enhance the quality of learning effectiveness.
- Lead and successfully completed compliance audit for HR Department.
- Prepared, maintained, and updated the templates for HR reporting. Designed and prepared efficient reports for proper understanding and insights of HR data. Ensured excellent physical and online filing system for personnel/HR files.

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Company : Mphasis
Position : HR Executive
Duration : From May 2013 to November 2014

Roles & Responsibilities:

Handled Helpdesk queries related to Payroll, Provident Fund, Gratuity, HR letters, Offer letters.

- Provides complex front-line HR support and information to HR, managers and employees
- Participate in activities designed to improve customer satisfaction and business performance
- Assist with metric reporting and Case and Order ticket requests in a timely fashion
- Coordinate interview scheduling
- Manage the collection and processing of candidate expense reimbursement forms
- Establishes and maintains departmental/employee records, files, logs

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Company : Infosys

Position : Process Executive

Duration : From July 2011 to May 2013

Roles & Responsibilities:

- Handled British Telecom Process
- Supported UK (Virgin Media) Clients with regards to their Internet Issues.
- Started handling escalations within a period of one year.
- Promoted to Subject Matter Expert
- Displayed excellent ability in terms of Communication, Adaptability and Team Handling.
- Won many Star Awards and Top Performance awards.
- Won Productivity Champion awards.

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EDUCATION

Bachelor of Business Management from Bangalore University

TRAININGS

- Internal Auditor – ISMS
- Attended ‘Competency Mapping’ Workshop
- Trained on **Writing best policies & procedures.**
- Participated in multiple **HR Events.**