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| **Robinson****Robinson.296570@2freemail.com** |

**Objective**

To obtain a position in Human Resources that will utilize my experience, knowledge and skills in HR especially in Recruitments, Training, staffing. Seeking a challenging job to deliver best of my skills and make best use of my efforts in gaining experience to fulfil the needs, goals, vision and mission of the company.

**Career Summary**

Client-service oriented with proven ability to provide team-spirited leadership for maximum productivity, skilled at communicating effectively to attain company goals. Proficient at developing and implementing training programmes with high degree of energy and enthusiasm.

Enthusiastic, results oriented HR professional with extensive experience in planning and directing all areas of Human Resources that includes employee relations, on-boarding, Payroll, Time and Attendance, Recruitment, safety, supervision & training.

**Skills Summary**

Supervisions, training and career coaching multi-tasking.

A company oriented professional with experience in Time and attendance, recruiting, staffing and sourcing.

Efficient in interviewing and assessing the people. Expert in recruiting the people, according to the company policy.

Proficient in giving valuable decision and taking the feedback from the employees.

**Professional Experience**

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| **TATA CONSULTANCY SERVICES (Mumbai)***Assistant Manager (2010 – 2015)*  |

* Handling Team of 20 FTE’s including Team Leaders. Providing Kronos (WFC) end to end support such as (Configuration of Hourly, Salaried, Semi-monthly and Retiree Rehire employees).
* New Business Setup (Mexico) and EDM (Employee data management) for North America, Asia & Europe
* Providing Kronos (WFC) support to North America, Mexico and Canada employees.
* Interacting with On-shore Company Leaders on daily basis.
* Doing Weekly, Monthly and Quarterly Client Audit and Internal Audit.
* Consistency in team bench mark and enhancing skills and knowledge and educating them.
* Conducting daily & weekly Team huddle. Resolving Client escalation.
* Segregation of duties for Team Leaders. Creating multiple back-up within process.
* Rostering Team for shifts, taking Bi-annually appraisal. Maintain the existing employees and take the feedback from them. Enrolling team members for various award and motivating them. Enrolling team for various training cross training.

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| **Accenture Services Private Ltd (Mumbai)***Process Analyst (2007 – 2010)*  |

* Screening candidates CV. Scoring as per the parameter. Plan proper allocation of work.
* Tracking the No-show report of the employees who didn’t attend the interview on daily basis.
* Support Team lead / Manager with Daily status / reporting.
* Employees get confirmed then on-boarding the candidates asking them to fill the form mentioning references.
* Ensuring that selected candidates should go through the medical check-up. Once the check-up done we receive a report from the Hospital. If everything looks fine then as per the HR approval we move them for next level.
* Scheduling interviews for Accenture UK employees. Sending Calendar invite to them for face-face interview.
* Once the candidates on-board then arranging buddy for them i.e. Manager, TL and process wherein the person actually should be working. Then comes after the arrangement of Desktop/Laptop/Phone.
* Taking care of Consulting, Services, Solution and Enterprise workforce.
* Ensure process improvement by proposing process improvement ideas which has resulted: - Reduce the time taken to process - Improvement Quality - Improvement in reports or metrics. Timely handling of queries and accuracy of resolution. Documents and communicates issues in an organized manner.
* Taking care of escalations from the employees giving them solution.
* Provide Cross training, Guidance, Shares knowledge with other team members. Perform 100% QA for critical process which has resulted in high accuracy and client satisfaction.
* Auditing the transaction processed by the administrators and providing feedback if required. Has always received appreciation emails from the candidates as well as the onshore client.

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| **Integreon Managed Solutions (Mumbai)***Senior Delivery Associate (2005 – 2007)*  |

* US based process responsible for stylization of HTML documents.
* Coordinating with relevant department. Worked on Edgar software.
* Tracking customer satisfaction score and quality score.
* Taking Care of customer complaints and take corrective and preventive actions.

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| **Achievements** |

* Received Spot awards, Topaz Award (Multiple awards from TCS)
* $ amount saving – approved by Client
* Kronos process improvement – Approved by Client.
* Weekend call routing to cell number – Approval by Client
* Handled Transport SPOC, ISC SPOC, Stationary SPOC
* Recognized by summit awards, spot awards, Numero Uno etc...
* Received appreciation from the candidates as well as the onshore Client.
* E-Magazine designer.

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| **Skills** |

* USA Certified in WTK 6.2 Configuration & Managing Pay rules.
* USA Certified in WAM 6.2 Configuration & Managing Accruals (Workforce attendance Module)
* USA Certified in TRAINING WORKSHOP
* USA Certified in WAM 6.2 Managing Attendance Policies (Workforce attendance Module)
* In-depth knowledge of Kronos (WFC)
* Experience in Hire to Retire (employee life cycle)
* Experience in handling ATAS (Accenture Taleo Acquisition system)

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| **Academic Qualification** |

* Completed Post Graduation Diploma in HR from Welingkar’s Institute Mumbai
* Bachelor of Commerce from Mumbai University.
* Diploma in Software Engineering (Programming) C, C++, Java, HTML
* HSK Chinese Mandarin completed 1st level.

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| **Personal details** |

Date of Birth: 14th November, 1980.

Language Known: English, Hindi, Marathi.