**NISHA WILLIAM**

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**SKILLS SUMMARY:**

9 years of Cross functional experience in Recruitment, Talent Acquisition, Training and HR Operations.

**WORK EXPERIENCE**

**Capita India**

January 2016 - Till Date

**Team Manager - HR Operations**

* Assist in talent acquisition and recruitment processes.
* Conduct employee onboarding and help plan training & development.
* Provide support to employees in various HR related topics such as leaves, compensation etc. and resolve issues and problems.
* Promote HR programs to create an efficient and conflict-free workplace.
* Assist in development and implementation of human resource policies.
* Undertake tasks in performance management.
* Gather and analyze data with useful HR metrics.
* Maintain employee files and records.

**First American**

April 2015 - September 2015

**Team Manager - HR Operations**

* Assist with day to day operations of the HR functions and duties.
* Compile and update employee records.
* Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc.)
* Assist in payroll preparation by providing relevant data (absences, bonus, leaves, etc.)
* Properly handle complaints and grievance procedures.
* Conduct initial orientation to newly hired employees.

**TESCO, UK & India**

April 2009 - August 2014 (Worked in the UK office for 1 year)

**Team Manager - Tesco Bank and Clubcard**

Tesco is world largest retailer with a strong workforce of over 500,000 employees and located in 12 countries.

* Take ownership of customer issues and follow problems through to resolution.
* Set a clear mission and deploy strategies focused towards that mission.
* Develop service procedures, policies and standards.
* Keep accurate records and document customer service actions and discussions.
* Analyze statistics and compile accurate reports.
* Recruit, mentor and develop customer service agents.
* Adhere to and manage the approved budget.
* Maintain an orderly workflow according to priorities.

**InterpartPvt. Limited**

October 2002 - March 2009

**HR Executive**

Interpart is a privately held establishment for sales, after - sales services and the only supplier for spare parts and authorized dealers for the Kirloskar Group.

* Recruiting and staffing Administration of Sales professionals.
* Organizational and [space planning](http://humanresources.about.com/od/strategicplanning1/qt/space_plan__b7.htm).
* Headcount Reports.
* [Employee orientation](http://humanresources.about.com/od/retention/a/keepnewemployee.htm), development, and training.
* Employee relations.
* Employee services and counseling.
* Time & Attendance management.
* Organizational development.
* Rewards and recognition.
* Succession planning.

**Instructive Qualifications:**

Xavier’s Institute of Business Management Studies, Bangalore, India

**MBA - HR**

Bangalore University, Bangalore, India

**Bachelor of Commerce**

**Job Seeker First Name / CV No: 1819284**

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