

**Muhammed**

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**PROFILE SUMMARY**

Detail-oriented, focused management professional having around 4.2 years of broad-based experience which includes, **HR & Payroll Administration,** and in **Operations**. Equally adept in handling responsible **Administrative** and **HR support** roles. Proven track record and/or ability in the accomplishment of **Administrative, HR & Customer Support tasks, Training** and in **Executive Secretarial** roles.

**CORE COMPETENCIES**

􀁹Expertise in Administration, Operations & HR support 􀁹Strong in Data Management

􀁹Proficient and well experienced in Official communication 􀁹Good emotional Intelligence

􀁹Self-motivated with heightened levels of responsibility 􀁹Strong HR Support skills

**PROFESSIONAL EXPERIENCE**

**NGA HUMAN RESOURCES – Cochin, INDIA 19th March 2012 – 24th May 2016**

**HR Associate**

**NGA Human Resources** headquartered in the United Kingdom has offices in 35 countries on 5 continents. NGA is a leading global Human Resources (HR) services provider offering innovative HR business solutions through HR Technology, HR Outsourcing (HRO), and HR Consulting. It delivers services in over 100 countries around the world through a network of 8 Service Delivery Centres.

**Job Profile**

* To process the payrolls by meeting the obligations such as TAT & accuracy levels as specified and responsible for Second Level Verification of Data if required.
* Manage your own and others workflow to ensure maximum resource utilization and adherence to SLA deadlines throughout the year. To assist your team leader with resource planning and resource management.
* To provide training of new or less experienced associates by an appropriate method such as being involved with classroom style training, job-shadowing, coaching and mentoring.
* Respond to requests and queries from offshore and onshore team in a friendly and efficient manner so as to reduce the number of queries raised to onshore team and enhance customer loyalty respectively.
* To provide an effective and efficient HR service to customers, ensuring the accurate and timely payment of their employees’ salaries. Prioritizes, allocates and actions daily tasks to be accomplished to meet SLA.
* Updating Process Related documents and Categorizing of IMS calls & error logs on monthly basis. It helps to maintaining Accuracy and reducing IMS calls.
* Timely & Accurate compliance to monthly/Weekly/Daily all kinds of reporting & Tracking to Line Managers/SME/Onshore without any reminders.
* Respond to requests, queries and complaints from external customers in a friendly and efficient manner so as to enhance customer loyalty.
* Undertaking proper quality checks for all the tasks to maintain the accuracy level and at the same time taking care that all the tasks are completed within the TAT specified.
* Preparing reference letters, Changes letters, Leavers letters, Auto Enrollment letters, Nest letters, Salary overpayment letters, Probation review letters, Contract letters, Background check 3rd party references and updating employee’s medical certificates.

**Responsibilities**

* Preparing reference letters, Changes letters, Leavers letters, Auto Enrollment letters, Nest letters, Salary overpayment letters, Probation review letters, Contract letters, Background check 3rd party references and updating employee’s medical certificates.
* Performing various payroll activities such as Starters, Leavers, Re-joiners, Unpaid Sickness & Absence, Variable payments & so on, ensuring accurate and timely payment of employee’s salaries.
* Doing manual calculations for various tasks such as Leaver’s balance holidays payment, Overtime pay, Pension Scheme, National Insurance contributions for starters, arrears payment for predated change in employee’s salary or working hours.
* Applying the statutory policies set by the UK Gov. for the statutory payments & deductions such as Maternity, Paternity, Sick pay, Taxations & National Insurance Contributions, and Pensions.
* Undertaking proper quality checks for all the tasks to maintain the accuracy level and at the same time taking care that all the tasks are completed within the TAT specified.
* Work proficiently on Ms. Excel and Ms. Word with good knowledge of preparation and use of Macros.
* Timely updating the month end reports such as the Input Tracker, Checklists & Monthly Volume Analysis Report.
* Interacting with the onshore team via conference calls on a daily basis for discussing matters related to HRO task and payroll and responding to their requests, queries or issues on a priority basis through mails.
* Conducting regular meetings within the team for sharing of ideas & concerns related to individual processes.
* Mentoring trainees and HR associates to help them to learn the processing right manner.
* Creating Query tool reports and Cognos .imr files to make auditing easy.

**Rewards & Recognitions**

* **Quarterly Hero Award** for NGA’s core value **“Excellence”** from (Mr. Muhassin M, Team Lead, Bristol Team) NGA Human Resources, Infopark, Cochin, India
* **Power Award** for NGA’s core value **“Excellence”** for the month of April 2015 from (Mr. PremKumar Beenaram, Team Lead, Birmingham Team) NGA Human Resources, Infopark, Cochin, India
* **Power Award** for NGA’s core value **“One Team”** for the month of July 2014 from (Mr. Rangzab Hussain, Process Manager) NGA Human Resources, Birmingham, UK
* Monthly **Power Award** for NGA’s core value **“Responsible”** from (Ms. Anju Jacob, Team Lead, Birmingham Team) NGA Human Resources, Infopark, Cochin, India
* **Quarterly Hero Award** for NGA’s core value **“Excellence”** from (Ms. Anju Jacob, Team Lead, Birmingham Team) NGA Human Resources, Infopark, Cochin, India
* Recognized and well appreciated for the successful and lead role in **Transitioning of Bristol Team’s Client’s** learning project from **NGA Mumbai** to **NGA Kochi**
* **Went to UK** (Halifax), Valued as a critical resource and appreciated as an efficient professional for effectively supporting and **transitioning the UK client AON UK** from **Halifax Centre, UK NGA to Kochi NGA**.

**Overseas Travel/Work details**

* Have been to United Kingdom in Business Visa for work related purposes in 2013.

**Education and Training**

* **MBA-HR & Marketing**: Bharathiar University, Coimbatore, Tamil Nadu, India
* **Bachelor of Science-Computer**: Calicut University, Malappuram, Kerala, India

**Skills and Strengths**

* Ability to establish good rapport with Clients, Senior Management and Colleagues
* Willingness to take up challenges; adapts quickly to a new environment
* Collaborative Team member; resourceful and efficient employee
* Being positive and easy to adapt to different situations and environments. I see challenging situations not as problems, but rather as opportunities to learn new things. This keeps me focused and motivated to stick to the task no matter how difficult it could become, and get it done. And I feel a great sense of accomplishment when this happens.

**Technical Summary**

* **Application Software**: Very Good working knowledge in MS word, Excel and Power Point

: Excellent knowledge of using Google Spread Sheets, Docs and Google drives

: MS Outlook, Calendar Management-Google and MSO365

* **HR Applications**: Resourcelink, Oracle HMRS, SAP, Peoplesoft, Unipay, Cognos Impromptu, IMS and HRW

**Interests**

* Outdoors: Getting involved in Sports, Travelling and Socializing
* Indoors: I enjoy watching movies.