***SOORAJ.***

***Dubai, UAE***

*Email :* [*sooraj.380916@2freemail.com*](mailto:sooraj.380916@2freemail.com)

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| ***Career Objective*** |

Highly accomplished client support and documentation professional with a Masters Degree in Business administration and has an impressive experience of over 5 years in client support, documentation, payroll, administration, Insurance documentation, pension documentation, HR activities and office management. Focused problem-solver who uses comprehensive industry knowledge, expertise and strong analytical skills to develop practical solutions

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| ***Work Experience*** |

**HR Executive at Conduent LLP (previously Xerox Corporation) Kochi, India - 21st September 2015 till 29th January 2018.**

***Role:***

**Senior Executive has to assist the team manager and should always in touch with the offshore team to deal the clients and vendors of Xerox and ACS. Also have to check and revert the files on time to the vendors and to refrain the blank coverage’s as well as have to cancel or reinstate the coverage of the employees as per the by the advice from the offshore. In addition to that have to work on the error reports and also have to conduct training for the junior subordinates**

***Responsibilities:***

* HR backend Documentation -US (Health and Welfare benefits -Operations)
* Quality Analysis of Vendor files(production files) under two Clients
* Client Xerox – 43 Vendor files and Client ACS - 30 Vendor files
* QA with the aid of splitter tool, AIS[Front-end of Xerox Database], SQL and Vlookup function and other Excel formulas (Concatenate, Trim etc.)
* Transmitting the QA’ed files to the vendor using MAINFRAME application
* Notifying the same to the vendor and cross checking the receipt of the files
* Handle client escalated issues.
* Ensured transition of new processes from new/existing clients.
* Reinstating and Terminating the coverage of employees by acting as a Vendor Liaison to Client through a software called ‘PASS’.

**Associate HR at NGA Human Resources, Kochi, India – May 16, 2013 till September 18, 2015**

***Role:***

Associate HR has to assist to the seniors to complete to meet the SLA’s on priority basis. Associate has to take care of the customer grievances, handling vendor and manager calls and meeting their requirements on time. Associate has the mission to serve as a point of contact for incoming inquiries from clients, service desks, retirees or client HR representatives delivering efficient and effective services in line with the Statement of Services (payroll processing, Document Verification, Information Request, data entry, Reports) and the agreed service levels with day to day HR and administration activities)

***Responsibilities*:**

* Specialized in handling Client and Employees calls in the area of HR, Benefits and Payroll.
* Expertise in generating Employees off boarding letters like Experience letter and Acceptance of Resignation Letter.
* Generating Address Proof, Merit and Promotion letters for the Active employees.
* Well versed in generating Avaya and Daily Attrition reports of the employees.
* Experienced in monitoring Avaya calls and queues and thereby generating Avaya reports on a daily basis and sending it to clients.
* Successful Auditor of employees Bank A/c, Pan Number, PF and UAN.

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| ***Educational Qualifications*** |

**Master Of Business Administration (MBA)**

* Anna University
* Tamilnadu, India

**Bachelor of Business Administration (BBA)**

* Calicut University
* Kerala, India

**Plus Two (Commerce)**

* Board of Higher Secondary Education
* Kerala, India

**S.S.L.C**

* Board of Public Exams
* Kerala, India

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| ***Extra Curricular Activities*** |

* + - * Lean Six Sigma Certificate
* Oracle Course Completion Certificate
* Eagle Squad Award (Issued by Xerox for best performance)
* Superstar Award for best performer (Issued by NGA HR)

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| ***Computer Skills*** |

*Systems & Applications*

* **MS Office**

Knowledge of Microsoft computer packages: **Excel, Word and PowerPoint**.

* **Windows 98/ME/2000/XP/Vista/7**
* **Peoplesoft**
* **Ecase**
* **AVAYA**
* **MS SQL**

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| ***Linguistic Proficiency*** |

* English (Full professional proficiency)
* Malayalam (Native or bilingual proficiency)
* Hindi (Limited working proficiency)
* Tamil (Limited working proficiency)

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| ***Personal Profile*** |

Date of Birth : 26 January 1989

Marital Status : Single

Nationality : Indian

Availability to job : Immediate

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| ***Declaration*** |

I hereby declare that all the statement made above is true to the best of my knowledge.

Yours truly

**SOORAJ.**