**Jyotsna**

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Whatsapp No. +971 504753686 Email: jyotsna-399739@2freemail.com



**Summary**



**Work Experience**

6 Years

**Industries**

* Oil and Gas
* Global Shared Services
* Operations management and analytics

**Areas of Expertise**

* Administration
* HR Operation
* Employee Lifecycle
* Learning & Development
* Employee Engagement
* Compensation & Benefits
* Internal & External Audits
* Documentation
* Process Transitions
* Standard Operating Procedures(SOP)
* Payroll Testing

**Software**

* Oracle E-Business Suite
* Oracle HCM Cloud
* SAP HCM
* SuccessFactors
* Spinifex IT
* Outlook Wizard
* Service Now & EIC
* PeopleSoft
* Taleo
* HireRight
* User Productivity Kit (UPK)

**Work Profile**

**Professional Summary**



I am a highly motivated individual with experience and knowledge in a variety of aspects within the HR and Recruitment industry. I am a friendly and approachable person who is quick to learn new skills and has a lot to offer prospective employers. My level headed personality means I cope well with the challenges of a dynamic working environment.

**Qualifications**

**Education**

2013-2015: Diploma in Post-graduation business Administration from Symbiosis (SCDL) specialized in Human Resource

2010-2013: Bachelors in Business Administration (Specialized in Human Resource)

**Achievements**

* Spark Award for great performance in December 2015 & 2016
* Rise and Shine Award in January and July 2016
* Best Performer award in 2017 & 2018

**Skills**

* Stakeholder management and relationship building globally
* Employee relations and engagement
* HR policies, practices and procedures
* Quality Management
* Reporting & MIS
* Workflow Management
* Team Management
* SLA/KPI & Service Request Management
* Escalation Handling
* Multi-tasking & Prioritizing
* Flexibility & Adaptability
* Enthusiastic and influential



 **(February 2019 – At Present) Senior Associate- On-boarding (HR Shared Services).**

* Assist with day to day operations of the HR functions and duties.
* Compile, update employee records and databases
* Process documentation and prepare reports relating to personnel activities.
* Participate in HR projects (meetings/training) and take minutes.
* Deal with employee requests regarding human resources issues.
* Assist in payroll preparation by providing relevant HR data (absences, leaves, etc.)
* Properly handle minor complaints and grievance procedure
* Assistance with company events coordinating the logistics and executing on those.
* Creating different position for candidates in Organizational structure through PPOME and PQ13 in SAP
* Creating SAP record for new hire as well as updating HR record for employee in PA module.
* Offer letter & contract generation for new hires on the basis of job nature and company standards.
* Ensuring that the contract is delivered to candidate and pre-employment checks have been completed

considering requirement of the organization.

* Doing regular audit of work accomplished to ensure that the data uploaded in system and sent to candidate are performed as per company standards.
* Conducting the Brain Storming Session whenever required which includes: discussing updates or changes in SOP’s, planning about any specific project with strict deadlines, discussing the ideas for process improvements.
* Prepare template for SOX audits.
* Providing process training to the new team members.
* AdHoc reports through SAP to validate mass requests

**Serco Middle East (March 2016 – February 2019)**

* Generate offer Letter & contract for internal and external candidates manually through MS word
* Send offer Letter & contract to candidate via post/email
* Send start date revision letter, terms & condition letter to candidate
* Process candidate’s company car and healthcare benefits request
* Follow ups with candidates in order to get signed acceptance within a stipulated time period via call or via

email.

* Initiate candidate’s reference checks & occupational health checks
* Generating Offer Letter through SAP
* Creating New Hire and Rehire record for an employee using PA40
* Creating positions through PPOME and PQ13
* Creating Org unit and maintaining Org Structures through PPOME and PO10

**EXL Pvt Ltd. (August 2015 to March 2016) (Associate)**

* Performing activities relating Post Hiring Process- Generating and rolling out the Offer Letters to the candidates as well updating the Hiring Managers about their respective hires, initiating the HR status.
* Assigning the requisitions to the respective department heads, sending the Recruiting quality surveys, checking the Background and Drug Test reports.
* Daily reporting includes the BI, DT, Offer audit reports EOD. These activities are set enabled through Kenexa.
* Training new hires and act as mentor for fellow colleagues.
* Perform administrative recruiting and staffing support for HR Talent Acquisition and clients.
* Create and send offer letters Initiate and monitor candidate background investigation/Drug testing.

**Aon Hewitt (May 2014 to August 2015) (Recruiting Associate)**

* Recruiting for Bank of Montreal (US & Canada)
* Manage background verification check process for new starters.
* Conducting audits of the verification done by team members.
* Maintain accurate records of documents and maintaining of our in-house recruitment database.
* Internal as well as External Audit
* Daily Reporting and assigning task within the team members
* Training new hires and act as mentor for fellow colleagues.
* Interact with onshore for processing-related issues and provides timely resolutions to their queries.
* Contribute to the ideas for improvement in the process

**STRENGTHS:**

* Team worker & Quick learner
* Adaptable to changes
* Able to organize, prioritize and manage multiple task
* Reliable, Results-oriented with a positive outlook
* Clear focus on high quality and performance target