Performance driven professional with rich experience in SAP On Boarding, Reporting & OM administration, OM structuring, Head count report, Attrition report, net pay monthly report, budget holders report, variance analysis on month on month basis, payroll reports, off cycle payment reports, Annual Review report etc. Notable success in driving key reports as per business requirement resulting in to taking various decisions by business for Finance, Recruitment, Payroll , Audit & compliance & Operations.

**Professional Experience**

**On Boarding Administrator | HR Shared Services – Serco Group [July 2013 to Present]**

**On Boarding Administrator: - Current in Dubai Till 28th Feb 2015**

* Managing HR & Payroll Activities for Serco Middle East with expertise in handling 5 Payroll Areas I.e.
* UAE Payroll, Iraq Payroll, KSA Payroll, Bahrain Payroll and Qatar Payroll.
* Involved in recruitment for empower sourcing CV’s through various job portal and referral programs.
* Screening the candidates as per the JD and taking preliminary interviews.
* Managing & processing various HR & Payroll activities for the employees such as: Housing Advance Input, Salary advances Input, School Fees Invoices etc in SAP & their relevant queries by the employees.
* Managing & processing changes in salary of employees due to promotions, lateral movements, intercompany assignments etc.
* Managing on boarding procedure creating new hires record in the system with their salary components   
  including Annual Salary, Pension, Terminal Gratuity, and Allowances etc.
* Managing Team for HR activities like Letter generation for Salary Transfer Letter, NOC Letter, Salary  
  Certificate, Liquor License Letter, Proof Of Residence Letter etc.
* Managing Leave Quota of the employees like Annual Leave, Sick Leave, Maternity Leave, Paternity Leave etc.
* Preparing Cash List report & informing business & Finance about such employees.
* Managing All Salary & Pay slip related query like salary rejections, payout discrepancy, and pay slip clarification after payroll run.
* Managing & Processing exceptional payments outside the payroll window.
* Managing Audits & coaching & guiding the team on various data aspects.
* Managing Employees queries over phone & providing immediate resolution wherever possible.

**Admin Assistant:**

* Handling customer queries and calls.
* Transferring calls to the relevant departments.
* Maintaining employee’s data base in Open text by managing employees file.
* Liaising with PRO for Labour cards of the employees, New Labour card enrolment, and existing labour card renewal.
* Liaising with Rayland Gray for medical cards of employees e.g.- Medical Addition for new hires, Medical deletions.
* Generating various kinds of letters e.g. Salary transfer letters, NOC letters, Visa transfer letter etc.
* Getting the signature of higher authorities and sending off the letters to employees.
* Sending resumes to the recruitment team for external candidates submitted to
* Sending various forms on employee requests e.g.- Salary advance form, medical addition deletion forms etc

**Reporting: Middle East Pay Roll**

* Work collaboratively across various business units, providing various reports related to Employee data & performance.
* Providing vital reports based on grades & hierarchy to the management & thus instrumental in designing perfect management model.
* Providing various reports to Payroll for critical & successful payroll run & delimiting the scope of error such as Net Pay report, Variance analysis, and Budget Holder report & off cycle payroll report.
* Providing reports to recruitment team showing details of new hires recruited within current month, no shows within current month, new hires moved to payroll within current month.
* Providing reports to various business units showing attrition, headcount, vacant positions, employment changes and leavers report etc.
* Providing report to Finance on month on month basis with clear bifurcation on business unit with breakup of Salary, additional deduction, additional payment, new hire enrollment, loan payments etc.
* Providing reports to Line Managers with clear details of Annual Leaves Availed, their subordinates count & the salary components.
* Providing various reports for PRO such as Work Permit Report, Visa Details Report, Expat Count etc
* Additional Adhoc reports as & when required by the business.
* Managing & Preparing Bank Details reports & WPS report & thereafter making changes in employees  
  record as necessary.

**Tools & Application Knowledge:**   
SAP & EIC (Employee Interaction Centre)  
Win shuttle  
**Significant Achievements & Recognitions:**

* Awarded the Rising Star award in the month of Oct’ 2013.
* Awarded “ Serco Star award” for the quarter April, May, June ‘2014
* Awarded “Service Excellence Award” for the Quarter July- September’ 2014.
* Awarded “Service Excellence Award” for the Quarter Oct- Dec’ 2014
* Automation of monthly scheduled reports.

**Business Analyst | HR BPO – Aon Hewitt Associates [October 2010 To June 2013]**

**Key Role & Responsibilities:**

* Responding to Client requests and works to provide timely and accurate information
* Performing as an SME in multiple business processes to act as a knowledge resource to the team on issues like process flows, content requirements, integration with the other functional areas (e.g. conversion, interfaces and reporting), processing procedures etc
* **System Testing** - configuration, integration, and acceptance testing. Creating test cases (conditions and data), performing system testing, and documenting all final outcomes (actual vs. expected results). Finally working with the proper team members to resolve any issues related to testing discrepancies
* **Quality Audit & Feedback**- Process Quality Checks and provide Feedback as per the Sampling. Train & mentor new joiners. MIS reporting in terms of volumes productivity and accuracy
* Responsible towards meeting Client SLAs
* Responsible for reviewing/creating process documentation and assisting in developing training materials, train new team members individually, in classroom sessions and side by side
* Documenting Processing Guides as and when required to ensure that any new change is captured
* Working towards Identifying various Process Improvement Ideas by following Lean and Six Sigma Principles
* Conduct and Supervise Knowledge Assessment Tests and conducting refreshers for the team
* Creating and maintaining reports for the process reviews, performance measurement and communicating the same to the managers

**Domain Expertise:**

* Processing end to end recruitment for “AON-Hewitt India pvt.ltd”.
* Deals in all level requisition like IT, Non- ITes, Associates level and Management level.
* Reporting on Taleo (recruiting tool).
* Postings on different job portals and deletion once a suitable applicant hired.
* Sourcing, Screening and creating offer letters.
* Initiating Drug and Background checks.
* MIS reporting, maintaining data bases of the employees.
* All the Reporting work on recruiting tools and Monthly reviews.

**Tools & Application Knowledge:**

* Taleo, People Soft, HR Work ways, Maestro, MS Office, Lotus Notes, Deploy, Sterling, Siebel.

**Quality & Training:**

* Attended Training Sessions (Advanced Excel, Business Writing Skills, Business Communication, Email Etiquettes).
* Lean Trained
* Attended Workshop for Lean Practitioners.
* Completed U.K Payroll Level 1 Training.

**Business Transition:**

* Remotely transitioned screening, short listing, creating offer letters processes for Marriot International Hotel in Oct 2011.

**Significant Achievements & Recognitions:**

* Awarded with Instant Recognition Award
* Awarded with Champion Award

**Educational Qualification**

* Air Force Golden Jubilee School - Matriculation from CBSE Board | Year 2003
* Sn. Sidheshwar Public School - Intermediate from CBSE Board | Year 2005
* MD University (Rohtak) - Bachelor in Business Administration | Year 2008