

AMALA SURESH

Flat No. 218, Vallabh Co-op. Housing Society Ltd., Opp. Police Station, 90 Feet Road, Dharavi, Mumbai – 400017

Mobile: +91 9869532446, **Email:** amalasuresh@gmail.com

PROFILE SUMMARY

- Result oriented professional with vast experience in HR domain (12 years) which includes management of Workday, SAP, HR Operations, Rewards (C&B), Contract Staff Payroll & Life Cycle, Employee Insurance Renewal, Recruitment Vendor Management, Background Verification, Onboarding & HR Audits.
- **Notice Period: IMMEDIATE JOINER.**

QUALIFICATIONS

- **Post Graduate Diploma in Management (Human Resources)** from Prin. Welingkar Institute of Management in 2016
- **Master in Computer Science – MS (CIS)** from The Institute for Technology and Management (ITM), Mumbai.
- **Bachelor of Arts (BA)** from Mumbai University.

COMPUTER SKILLS

- **Microsoft Office** with Excel Macros
- **ERP Softwares** : Workday & SAP (HCM Modules)

EXPERIENCE

1. Worked with **Capita India Pvt. Ltd.** as **Assistant Manager – Human Resources** from February 21, 2011 to June 12, 2023.

Responsibilities and Job Profile:

HR OPERATIONS, AUTOMATION & PROJECTS

- Managed HR & Senior Management on-boarding
- Worked as a functional SPOC in **Workday implementation of Benefits Module** (Benefit Partner) to manage Medclaim enrollments. Have exposure to **Workday HCM (Recruitment & Agency) Module**. Managed Workday actions associated with Contingent Worker Job Requisitions, Hiring, Life Cycle Management and Exit Management.
- Worked as a **functional SPOC in SAP development** project for managing employee Medclaim policy enrolments. Have hands on experience in implementing & testing customized SAP module for employee insurance management. Have exposure to SAP HR module, Query Building in SAP.
- Worked on Contract Staff Payroll Automation Project using Microsoft Excel
- Involved in Human Resource MIS management which includes preparation of Headcount & Attrition Report, Notice Period Analysis Report etc. for leadership team.
- Involved in implementation of Document Management System (Personal File Digitization Project).
- Managed release of Offer Letters, Appointment Letters, Probation Confirmation letters for HR & Senior Management.
- Contributed in the Onboarding Process & Team setup for Capita Plc employees which includes tracking employment verification through Security Watchdog, ensuring their onboarding steps are completed in Workday towards smooth payroll processing.

EMPLOYEE BENEFITS (INSURANCE) MANAGEMENT

- Manage Employee Group Medclaim, Voluntary Top Up Policy, Group Personal Accident, Group Term Life Policies (as part of Benefits).
- Manage Annual Policy Renewal by co-ordinating with insurance brokers, conduct broker evaluation through meetings, reference checks etc, finalize broker, provide information (mandate letters, policy related information etc.) to new brokers for obtaining quotes from insurance companies, present comparative quotes from vendors to management, finalize quotes, insurance companies & ensure policy renewal is done within timelines.
- Post policy renewal, prepare communication pack and ensure the policy changes are communicated to all employees through a detailed cascade plan.
- Monitoring weekly insurance helpdesks, claim settlement process with the insurance brokers and handle employee queries
- Organising wellness activities for employees across locations such as Health Check-up, Dental Camp, Eye Check Up Camp, Blood Check up Camp, wellness webinars for the organization
- Manage addition / deletion of members in the policy, keep track of endorsements, cash deposit balance of the policies for future additions & deletions

CONTRACT STAFF (PAYROLL, LIFE CYCLE) MANAGEMENT

- Contract Staff Life Cycle Management (600 staff at peak) with multiple vendors from pre on-boarding to exit management of the contract staff.
- Manage Payroll of contract staff by consolidating attendance, payroll inputs from various sources. Validate inputs and send it to vendor for salary processing. Follow up with vendor for pay registers and finalize. Ensure on-time salary release for contract staff.
- For attrited contract staff, ensure their Full & Final settlement is done by vendor and reliving & experience letters are issued.
- Manage contract extensions, annual increment, grievances from contract staff.
- Represent vendors for internal CLRA audit by the compliance team & ensure all compliance documents including PF, PT, ESI challans, all registers are maintained appropriately and presented during audits.

COMPENSATION

- Maintain up-to-date Employee Compensation Database for the organization with information such as salary, re-designation / promotion / transfer, performance appraisal ratings etc for the entire life cycle of the employee.
- Manage **“Role & Compensation Benchmarking activity”** with internal stakeholders and vendor. This study is done annually for all the unique roles in the organization.
- Manage Annual Increment (Mandate working, detailed account specific analysis, wage bill summary, increment rollout deck preparation, letter preparation, employee queries on increment etc.)
- Manage Annual Bonus (Annual Bonus Working, letter preparation, employee queries on annual bonus etc.)
- Participate in External Compensation & Rewards Surveys such as Salary Increase Survey from Aon Hewitt, Total Rewards Survey from Towers Watson etc.
- Manage salary fitments for new joiners and promoted employees
- Manage & keep track of all adhoc salary changes in the organization
- Provide consolidated payroll input from HR (Salary Changes, Bonus Payouts, Retention Payouts, Designation Change, Promotions, Rewards & Recognition Payouts, Employee Referral Payouts, Additional Payouts etc.) to payroll team for payroll processing

RECRUITMENT VENDOR & EMPLOYEE REFERRAL MANAGEMENT

- Manage Recruitment Vendors (100+ vendor) empanelment, Agreements, Renewals and track various recruitment schemes for payouts.
- Manage Payouts to Recruitment Vendors as per the contractual terms
- Track recruitments through Employee Referral & Schemes. Make payments to referring employees as per company policy.

EMPLOYEE BACKGROUND CHECK

- Managed team of 3 handling Employee Background Checks including Education, Employment, Address, Criminal Verification (through Police Station), Court Record Check & Credit Checks.
- Managed Background Check Policy Changes, Audits related to Background Checks, Background Check MI, Fortnightly Stakeholder Meetings, Vendor Performance etc.

AUDITS

- Managed CLRA Audit for HR Vendors and ensured compliance of these vendors
- Conducted adhoc personal file audits across locations to ensure document completeness

DUBAI, AUSTRALIA PAYROLL & INSURANCE BENEFITS

- Managed payroll for Capita's Dubai employees through Wage Protection System (WPS) through 3rd party vendor
- Managed payroll set-up through 3rd party vendor for Capita's Australia Employees
- Managed employee insurance policy renewal for Capita's Dubai entity.

2. Worked with **i2m Management Services Pvt. Ltd.**, Andheri from October 2007 to February 2011 as **Project Leader**. i2m Management Services is into Project Management Consultancy & Education. Worked for 3 different corporate PMOs as PMO Analyst which i2m has setup.

Responsibilities and Job Profile:

- Played role of **PMO Analyst** at client side on PMO operations. Worked for 3 different PMOs (IT & Supply Chain Management). My responsibilities at PMO includes -
 - Project Management Tracker Development (Excel Based with Macros) & rollout
 - Weekly review meetings with stakeholders. Project Status Report circulation
 - Project Portfolio Analysis, Weekly reports on exceptions & missing information in Project Tracker, Delay report and follow-ups with PM's on sign-off's from users
 - Fortnightly Report for Project Selection, Prioritization & Status Report, Organizational Alignment Report, Cost – Benefit Analysis Report Trend & Annual Reports to respective stakeholders.
- Prior to moving into PMO Analyst role, acted as Project Manager for in-house e-commerce project -
 - **E-Commerce Portal Development:** Joomla (CMS), Moodle (LMS), OSCommerce Shopping Cart with ccAvenue Payment Gateway integration, SSL Certificate installation, portal development & support
 - Managed "**Project Management**" course through above e-commerce setup

3. Worked with **Train2Success Interactive Solutions Pvt. Ltd.** (December 2006 to August 2007) as Project Leader. Job responsibilities remained the same as Zenith Global Consultants Limited as Train2Success was formed by the Director of Zenith Global Consultants Ltd. after it got merged with Karrox Limited.

4. Worked with **Zenith Global Consultants Limited** (April 2004 to November 2006), an organization into e-Learning and Corporate Training as **Project Leader**.

Responsibilities and Job Profile:

- Project Leader (Team Size: 5) for various CBT / WBT courseware
- Recruitment activities of Design & Development team
- One point of contact between client and development team for the eLearning projects on system study, design, development & project closure.

5. Worked with **APEX ACADEMY**, Andheri an institution provided coaching for I.I.T JEE through correspondence and e-Learning from October 1995 to January 2004 as Systems-in-Charge. Job responsibilities includes typesetting of academic contents.

PERSONAL DETAILS

Date of Birth : 19/01/1976

Sex : Male

Marital Status : Married

Mother Tongue : Tamil

Religion : Christian

Nationality : Indian