

Deepali Akshay Gurav

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Specialization: MBA - HR with **4.8 years'** experience as HR Generalist and Operations Specialist

Professional Summary:

- Worked as HR Operations Specialist at **UBS Business Solutions (India) Pvt. Ltd., Pune.**
- Previously worked as an Exempt Non-Officer at **Credit Suisse Services India Pvt. Ltd, Pune.**
- Prior to that, worked as a HR Executive at **Syntel Ltd., Pune** in the HR Shared Services team.

Academic Profile:

- Holds an MBA in HR from MAEER's Maharashtra Institute of Technology (69%) and an engineering degree in Computer Science from University of Pune (63%)
- Completed HSC Science (74%) and SSC (84%) from Maharashtra State Board

HR Operations Skills:

- Transaction Processing, Onboarding & Induction, Joining formalities.
- 4+ years' experience in customer facing support with highly customer centric approach
- Proactive in nature and can work under pressure for extended hours
- Attention to detail, multi-tasking and commitment towards work.
- Global Exposure of working with global teams within offices
- Collaborative approach in building process and improving the efficiency of current practices.
- Positive attitude, teamwork, adaptive and willingness to learn

Applications Used:

- People Soft, Oracle Fusion, ServiceNow, CRM, Taleo, E-files, and Scrivo
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Work Experience Details 1:

Organization: UBS Business Solutions (India) Pvt. Ltd (26 December 2016 to 31 May 2019)

Title: Employee - HR Operations Specialist

Team: HR Operations (APAC) - Lifecycle

Major Applications Used: ServiceNow and Oracle Fusion

Key Responsibilities:

- Provide professional and efficient advice of HR operations to employees, line managers and HR partners through multiple channels
- Managing Employee records of APAC region (13 countries) with 4 major processes being Personal Data Changes, Reference Requests, Job Data Changes and Leave and Absence
- **Personal Data Changes:** Includes updating employee's personal information like dependents enrollment/de-enrollment, Co-ordinate with Visa Vendor for employee's Dependent Pass, Visa Extension/Cancellation Requests.
- **Reference Request:** Providing Third Party Reference Check to Background verification firms and Employment Reference Letters, Business & Vacation Visa Letters to the employees per requirement.
- **Job Data Changes:** Includes updating of various requests like OU code change, job code, business title, rank, off cycle salary changes, department & entity transfers, change in working hours etc.
- **Leave and Absence:** Updating and amending leave requests from employees. Processing different types of leave requests like Unpaid, Sabbatical, and Maternity as per the country guidelines.
- **Reporting:** Retirement, Long Service Award, International Assignees Leave Management, Flexible Work Arrangement and Probation Confirmation Reports
- **Audit and analyze** daily transactions processed by team members(maker/checker quality checks) and verify data consistency of employee records

- **Stakeholder management** - Work in collaboration with various teams like vetting, benefits, payroll, HR employee advisory, Line manager advisory and compliance.
- Troubleshoot technical and data related HRIS system issues in collaboration with IT Team.
- Work on correction of data inconsistencies in HRMS systems.
- Perform various UAT testing in collaboration with the IT team.

Achievements:

- Single handedly carried out Japan transition by coordinating and understanding country specific processes from Japan Onshore team
- Was awarded rising star for Q1 2019

Work Experience Details 2:

Organization: Credit Suisse Services India Pvt. Ltd. - Pune (9 February 2015 to 17 December 2016)

Title: Exempt Non-Officer (HR Service Centre Specialist)

Team: Employee Data - US Region

Applications Used: CRM, PeopleSoft, Taleo

Key Responsibilities:

- Coordinate with HRBP's offshore to handle requests of employees globally
- Meet Service level response commitment for inquires
- Coordinate with HRBP's for requirement gathering and approvals for the relevant requests
- Escalate non-transactional, production or interpretative policy issues promptly according to established protocols
- Prepare Employment Verification letters to support business visa and other requirements from the employees
- Updating personal information of employees including name changes, address update, education update, license and certifications
- Process job data changes like inter departmental transfers, international transfers, contract extensions, conversion of temp to perm employee records
- Quality check of system transactions and SOX checks for pay impacting transactions
- Working on various reports like Workplace Notices, Legal Entity change, Taleo, Contract extensions & transfers and issuing letters accordingly
- Perform daily work allocation for the team
- To collaborate with case lead and case manager to review requests trending and develop client service improvement projects

Work Experience Details 3:

Organization: Syntel Limited, Pune (22 August 2014 to 31 January 2015)

Title: HR Executive

Team: HR Shared Services

Key Responsibilities:

- Onboarding new joiners.
- Conducting and coordinating induction for Fresher and lateral hires
- Brief knowledge and experience of On-Boarding and Recruitment
- Document Verification and Post Joining Documentation of new joiners
- Creation of employee records and Maintaining various Trackers

Additional Qualification:

- Advance Corporate Practical Training on HR Practices from Pune's Recruitment Firm HR REMEDY INDIA

Personal Details:

Date of Birth: 10 June 1990

Languages known: English, Hindi, Marathi

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