

CAREER OVERVIEW

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills learnt in 5 years at Amazon making a significant contribution to the success of the company.

TECHNICAL SKILLS

Working Platforms: People Portal, Kronos (My Time), Trouble Ticketing (TT), ADP Tool

Proficiency: Advanced Excel, MS Office PowerPoint, MS Office Word

Working experience

Company: Amazon development center India pvt LTD

EMPLOYMENT OVERVIEW

HR Services, Amazon India

Designation: HR Analyst

October 2016 – Till Date

Responsible for handling employee leave requests through Trouble Ticketing, monitoring and verifying authenticity of the requests, activation/deactivation of employee badges in accordance with the request.

Knowledge on Time and attendance Management system (My-Time). Interpreting data on People portal and correcting the records in case of discrepancies.

I have also mentored the new joiners in the team and have been nominated for training them on the process.

Have also been nominated and trained for Holiday pay and UPT audits.

Responsibilities:

1. Daily workflow management to administer ticketing tool and rotations volume among team members.
2. Daily attendance tracking and monitor leaves for shrinkage and proactive communication to partner teams.
3. Monitor the SLA and Ageing Ticket reports to the Manager
4. Drive the continuous improvement through Deep Dives, Lean and Kaizen & Partner on Deep Dives with Seattle to find root causes for misses.
5. Identify team trends on an ongoing basis and address as needed. At a minimum this should include a monthly recap sent to management summarizing the previous month's hits and misses, suggested

action plan for misses/other trends, and timeline for completion. Partner with leadership to assign owners to action plans and analyze their effectiveness throughout implementation and upon completion.

6. Partner with Quality to create training materials and refreshers. Provide trainings to the new hires.

7. Address smaller team opportunities via written communication to the team.

8. Attend team meetings that fall within regularly scheduled shift and cascade important updates to the team.

JOB Summary:

- 1) Auditing and identifying process improvement opportunities in HR administrative activities
- 2) Design and Adhere to the standard operating procedure Perform operational and process audits.
- 3) Examine business process and control compliance.
- 4) Present the daily, quarterly and annual HR Quality analysis report
- 5) Maintain the shrinkage, staffing and accrual reports of a team of 25
- 6) Handling the employee escalation tracker
- 7) Filling out employee performance evaluations
- 8) Ensuring new hire on boarding documentation & training
- 9) Maintained strict adherence to E-Retail delivery Standards.
- 10) Worked closely with Site HR, VM, to ensure optimal service of the delivery units by ensuring accurate pay cheques.
- 11) Ensure the Service level are achieved at all times for HRS processes
- 12) Integrity and discretion in dealing with sensitive information and ensure data privacy at all times

Achievements

Received a best peer recognition Award.

Received Dazzler and Master Blaster Awards.

Awarded as top performer and the people trainer.

INTERNSHIP

Company : Columbia Asia Hospital, Hebbal.

Duration : 3 Months

Position : Trainee

Key Deliverables: Sourcing, Screening, Scheduling the interviews

PROJECT

Project Title : "Impact of Fringe Benefits on Employees"

Company Name : Columbia Asia Hospital, Hebbal.

ACADEMIC CREDENTIALS

Course	Board/University	Year of passing	Percentage Obtained
P.G. Diploma in HRM	Jnanasahyadri, Shankaraghatta, Kuvempu University	2018	Passed with First class
MBA (HR & Marketing)	Brindavan College, Bangalore Bangalore University	2016	Passed with Distinction
BSC (PCM)	Government First Grade College, Chickballapur Bangalore University	2013	Passed with first class

STRENGTHS

Confident, sincere, determined, quick learner and hard working
Solution Oriented approach
Good team player
Zest to learn.

PERSONAL DETAILS

Father's Name	-	Krishnappa P.
Date of Birth	-	02 December 1991
Sex	-	male
Marital Status	-	Single
Nationality	-	Indian
Languages Known	-	English, Telugu, Hindi, kannada
Hobbies	-	Listening to music, solo traveler.

Place: Bangalore

Date:

(KIRAN SINGH CK)

