

SIJO JOHNSON

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KEY SKILLS & EXPERTISE

Employee Relations Onboarding Leave & Attendance	Employee Engagement New Hire Orientation Payroll	Employee Discipline Attrition Management General Administration	Personnel Management Employee Training HR Audits
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WORK EXPERIENCE

HR Service Delivery Analyst (May '20 - Present)

Accenture Solutions India Pvt Ltd

Job Profile:

Human Resource Functions:

For US & Canada Regions

- Handling human resources administration & management queries for client employees.
- Maintain employee database on Workday and other dedicated client platforms.
- Client interactions on a daily/ weekly basis for process update/improvements.

Employee Life Cycle process handled:

- New hire & Onboarding, Job change (Transfer/Relocation/Promotion/Demotion/Compensation Change) and Exit (Off-boarding checklist, Benefits, Settlement process requests) and live cases on Workday tool.
- Preparing weekly and monthly audit & review reports.
(Onboarding & Hire, Pay Rate, Union listings, Off boarding)

Self-Initiatives:

- Provide process improvement ideas for cost efficiency.
- Create, update & maintain process documents (SOP/DTP).
- Share process updates with the team/clusters on timely basis.

HR Officer (Sep '18 - Nov' 19)

OBOX Solutions for **Client:** Innolux Optoelectronics India Pvt Ltd (Brand: For **SHARP** TV)

Job Profile:

Human Resource & General Administration Functions: -

Onboarding & Induction

- Induction, orientation, joining & exit formalities, appointment letter, appraisal letter, NOC, Experience Letter, relieving letter and travelling around as required for HR audits, employee engagement programs, Training & induction.
- Leading the human resources function for corporate office (BKC), manufacturing unit in Pune & warehouse in Bhiwandi for supporting HQ team (Taiwan) in creating comprehensive HR & Admin plan.

Separation

- Finalizing departure documents for exiting employees with managers of the departments
- Composing & delivering proper documentation to the departing employees
- Ensure all exit formalities are performed properly and updating the MIS with the details

Core HR functions

- Create suitable HR department structure and working model for smooth deployment of HR strategies.
- Understand employees' concerns, escalate to appropriate levels and ensure resolution of the concern.
- Proactive approach to reduce the incidence and intensity of employee issues and follow up of high priority cases for fair trial & early closure.
- To address employee concerns to encourage a supportive atmosphere in the workplace and handle complaints with respect to health, welfare and safety with specific focus on transport, canteen facility and time and attendance.
- To ensure cordial labour relations, including relations with external labor organizations as well as government authorities and ensure statutory compliance under various labour law.
- Driving HR interventions and engagement initiatives for sales force PAN India regions.

Business Continuity Management

Planning & Strategy, Communications, Testing & Maintenance.

Metrics & Analysis

- Uploading the data into the MIS while adhering to the organizational policies and procedures
- Review & analyze hiring trends and market requirements to provide details to business managers.
- Tracking the success of employee engagement & integration.
- Analyze statistical data and reports to identify and determine causes of personnel problems and develop recommendations for improvement of the organization's personnel policies and practices.

Sr. HR Generalist (HR Business Partner) (May '16 – Jul '18)

Concentrix Services India Pvt Ltd formerly known as Aditya Birla Minacs Pvt Ltd

Job Profile:**Employee Engagement / Employee Retention**

- Work closely with Process Leaders and other senior managers to ensure balance in HR & Ops communication and that company policies are adhered to in respective business programs.
- Understand employee concerns, escalate to appropriate levels and ensure resolution on timely basis.
- Investigate and close employee grievances and take necessary disciplinary action wherever required.
- Monitor PIP for bottom performers.
- Attrition management for each business processes.
- Target to reduce grievance level up to ZERO percent.
- To achieve KPIs for retention of employees and improved engagement.
- Create weekly and monthly team engagement plans and help the team build the right culture.
- Liaise with Business Partners to localize Global or Site-specific TM initiatives and ensures their successful roll out (like OTR, Employee engagement survey, D&I activities)

HR Reach out

- Oversee the 90-Day On-boarding program.
- Drive REWARDS & RECOGNITION to recognize & reward contribution and achievement in order to motivate higher performance levels.
- To maintain periodic employee reports & send out employee surveys to all employees and to collate responses and develop an action plan for improvement.
- To address employee concerns to encourage a supportive atmosphere in the workplace and handle complaints with respect to health, welfare and safety with specific focus on transport, canteen facility and time and attendance

Performance Appraisal and Career Planning

- Conduct sessions to explain the concept of Performance Appraisals in the organization.
- Ensure goal setting activities are carried out between the managers and their subordinates at the start of the year.
- Help new managers with evaluating their subordinates.

HR Ops Compliance

- Maintain the RAG analysis report to identify employees likely to quit or stay.
- Conduct exit interview of employees within timelines.
- Timely closure of PIP cases for employees.
- Close BG cases in the processes where insufficiency/discrepancy has been identified.

Tracker Update and Reporting

- Ensure that all trackers like grievance, PIP etc., are updated on a real time basis and shared with the HR Head and other stakeholders.
- Create all necessary reports and dashboards required for each program/process area.
- Report to management and provide decision support through HR metrics.

Personnel & HR Executive (Nov '14 - Dec '15)

Thyrocare Technologies Ltd

Job Profile:**Attendance and Leave management**

- Verifying proper attendance marking for all staffs (Including field staffs)
- Generating and maintaining attendance reports (Day & Night shifts)
- Timely leave management.

Salary Administration

- Variable salary computation.
- Handling OT bookings and calculating OT costs (Daily, weekly and monthly basis)
- Calculating night shift allowances for each month.

Employee Discipline

- In charge of disciplinary action against defaulting staffs.

Miscellaneous

- Coordinating for audits related to CAP, NABL and ISO.
- Assisting for filing and timely payments for ESIC, PF, PT and Employment Exchange.
- Conducting Staff Induction Programs and Departmental trainings for new joiners.
- Addressing staff queries regarding leave, attendance and salary.

EDUCATIONAL QUALIFICATIONS**Master of Business Administration**

Human Resources & Marketing
Mahatma Gandhi University, Kerala

(Jul '12 - Aug '14)

Bachelor of Science

Computer Science
Mumbai University

(Jun '08 - Mar '11)