

## **CURRICULUM VITAE**

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### **OBJECTIVES**

To pursue challenging position and a satisfying career to utilize my skills and abilities in the field of Human resource and learning administration as well as in Competitive Business World that offers Professional growth while being Innovative and Flexible.

### **Professional experience:**

- Total work experience of 5+yrs
- Worked as **Senior Business process associate** with **Accenture India** from **1<sup>st</sup> Jan- 2016- 28<sup>th</sup> Jan 2020**.
- Previously worked at **HP (Hewlett-Packard)** as **Process Associate** from **14<sup>th</sup> Nov-2014 – 31<sup>st</sup> Dec- 2015**.

### **Current Roles & Responsibilities at Accenture India as Senior Business process associate:**

#### **Learning & Success Factor Admin Duties:**

- Create Courses, then creating Training Plans in the course and creating Sessions for the course and assigning it to the users in the Learning System.
- Working in Articulate for creating SCORM packages. SCORM, includes the data with regards to the course the users need to take.
- Creating the Course & uploading the SCORM package (Training content) in the Course.
- Articulating (converting) a PowerPoint Presentation into an online content and moving it in the LMS system.
- Primarily involved in allocating the work and track on the quality of the work in order to avoid any errors.

#### **Roles in SAP HR:**

- Maintaining the Employee Life Cycle Process – Hire/Rehire, Promotion/Demotion, Inactivity (paid/non-paid), Part time employment, Organizational reassignment, Termination etc.
- SAP Audits & Mass updates for corporate HR.
- Hiring & Rehiring International Mobility (Employees moving out/in of the home/current country) – Expatriation (moving from home country to other country for a specific period), Repatriation (return back from the host country to the home country), and Permanent International Transfer (permanently moving from the home country to host country)

### **Reporting Administrator**

- Involved in validation of the adhoc request submitted by the requestor and extracting the same from SAP HR/Talent Share and provide the data to the client.
- Helped the clients to understand the system and provide us the accurate information on the request submitted.
- Collected analyzed and interpreted SAP HR system and advised the manager's on when the data can be delivered.
- Produced routine and adhoc reports, to respond immediately to the customer.
- Delivery of the scheduled reports made sure to be sent on time and inform the clients for any delay.

### **Additional Responsibilities:**

- Drive team meetings on providing update on new Scenarios.
- Preparation of Root Cause Analysis (RCA) and providing solutions to resolve those issues and also implementation to the operation's team.
- Mentoring New-Joiners and colleagues time to time.
- Preparation of Weekly Production & Quality Reports.
- Assigning Cases to the Reviewers in the absence of the Reporting Officer.
- Keeping the TAT under Control by updating member regarding work load.
- Collecting New Scenarios related to process and updating the team on same.
- Was the Fun SPOC for the team and made sure the team has some fun at least once a week.
- Also was the Floor Warden for the team and have the knowledge in the DO's and DON'T's in the time of fire.

### **Automation:**

As a part of the automation project, training the users (Clients/Stakeholders) which was done manually was automated. This helped the trainer and the users to save their time and improve their quality. Below are my contributions to the project:

- Worked on all phases of the project.
- Collection of required scenarios.
- Adding up the new scenarios on day-to-day basis.

Created a PowerPoint presentation which included all the information related to the training, then added the audio clip to the presentation and later it was articulated and shared in the company website where the users are easily access to it and take the training.

**Previous Roles & Responsibilities at HP GBS as Process Associate:**

- Worked for US and CA region For Financial claim Processing.
- Accepting Claims from Partner. Performing the claims validation process which involves accepting/rejecting a claim based on certain validation criteria.
- Auditing the invoices if any discrepancy found in the claim submitted by the partner.
- Validating Valid HP authorized Customer Data and maintain in SharePoint.
- Maintaining of HP Distributors and Resellers account update for Payments.
- Validating all the invoices as per the terms and condition of HP.
- Processing Payments for all the invoices with respect to the Account submitted by the Reseller and Distributors within a given SLA.
- Resolving all the issues and Queries related payment with respect to the Partners Account.
- Validating all the information submitted by the Distributors and Reseller of HP and releasing them for Payments.
- Having weekly partner's outbound calls and providing all the account status related to payments and solving all the queries in call.
- Month End Closer/Year End Closer activities to be performed based on the schedule
- Handling and Resolving of Partner Challenges.
- Helping and Clearing all the issues and doubts of Processors.

**Achievements**

- Best debutant.
- Best Performance Awards.
- Extra Miller awards.
- Q1 Extra miller award.
- Getting appreciations from Account managers for closing all the claims on time with an accurate data.
- Quarterly business awards
- Client recognition

**Tools used:**

: SAP, Orion, Myprs, Sandy, Eclipse, success factors.  
: MS Office, Word and PowerPoint, excel learning tools.

**SPECIAL ASSESSMENT**

- Capacity to learn things quickly with logical approach.
- Self-motivated, Hardworking, Reliable and ability to deliver high quality of work with a passion for Innovation.
- Comprehensive problem-solving abilities, good verbal and written Communication skills, willingness to learn, Adaptable to varying conditions, Enthusiastic.

**EDUCATIONAL QUALIFICATION**

- Completed BSc Degree
- MSc in Biochemistry

**DECLARATION**

I do hereby declare that above furnished information is true, complete and correct up to best of my knowledge and belief.

Place: Bangalore

Your's Faithfully  
Manasa V