

SHYSHEEL SUSAN SAJI

Residence: Dubai, UAE

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Email: shysheel@gmail.com

Visa Status: Spouse Visa

Availability: Immediate Joining



Profile Summary

Certified Human Resource Professional with 5 years experience in IT and HR domain. Expert in handling HR functions such as manpower planning, Recruitment and Staffing, Training and Development, Compensation, Performance management, Employee and Labor relationship and implementation of HR Policy. Steering efforts in planning, strategizing and implementing abilities with demonstrated success in providing consultation for HR issues and distinction of managing HR records as per the standards.

Education

- Certified Human Resource Professional (CHRP, CHRM)- American Certification Institute – 2021
- MBA with Specialization in Human Resource Management, Bharathiar University 2017 – 2019
- B. Tech in Computer Science, Cochin University for Science and Technology 2012 – 2016

Areas of Expertise

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|---------------------------------|-------------------|--------------------------------|
| Talent Assessment & Acquisition | Onboarding | General Administration |
| Performance Appraisal | Payroll &OT | Client Relationship Mgmt. |
| Succession planning | Employee Relation | HR Advisory Services |
| Compensation and benefits | Documentation | Training & Development |
| Employee Engagement | Visa Processing | Final Settlement & Offboarding |

Employment History (5+ years in HR & IT Domain)

Granitigres Trading LLC, Dubai UAE

Designation: HR &Admin Officer

Nov 2020 – August 2021

- Facilitate the selection and recruitment process for staff recruitment
- Issue employment contracts
- Coordinated with PRO for the Visa processing

- Onboarding and Induction of new employees
- Being the first point of contact for employees on any HR related queries
- Reviewing staff monthly attendance and punching reports
- Forming and maintaining employee records in HRMS system.
- Coordinated with finance team for preparing payroll.
- Quarterly performance evaluation and preparing PIP as per the requirement.
- Providing administrative support to various departments
- Seek, process and execute client requests and product orders
- Coordinate with internal teams to ensure timely fulfillment of products delivery
- Preparing quotation for the clients
- Collect feedback and resolve client complaints
- Dealing with email enquiries from employees as well as clients.
- Coordinated with Sales team and verified the invoices and purchase orders.
- Coordinate with marketing team for social medial marketing and telemarketing
- Maintained and updated the client database, records and mailing lists.
- Provided constant and reliable support to team members as well as clients
- Gratuity calculation and final settlement.

Designation: Freelance Recruiter

April 2020 – Sept 2020

- Recruitment and Staffing
- Identifying the job requirements
- Obtaining top management approval for the new appointments
- Preparing Job descriptions based on requirement
- Designed job posters using various editing softwares
- Advertise the Job through various job sites and classifieds
- Screening CV's obtained from various sources
- Developed appropriate questions for prospective candidates.
- Conducting Interviews and preparing evaluation reports
- Short listing & Selection of the interviewees
- Offer negotiation and finalization
- Pre-employment testing
- Reference verifications of shortlisted candidates
- Preparing offer letters for selected candidates
- Organizing various training and development programs
- Maintain newly joined employee records in database
- Maintain confidentiality of the documents
- Client relationship management

WIPRO TECHNOLOGIES, India

HR & ADMIN /TECHNICAL SUPPORT

July 2016 – March 2020

Roles & Responsibilities: HR & Admin

- Team Handling
- Attendance and leave management
- Shift delegation
- Annual/Quarterly appraisal handling
- Employee grievance handling
- Business case analysis
- Employee Engagement
- Involved in full cycle recruitment involving sourcing, identifying and interviewing, screening and placing the candidates for the team
- Onboarding and Induction of Employees
- Handling proper exit formalities of resigned employees
- Responsible for driving fun at workplace by initiating the employee engagement activities.
- Prepared training plans and scheduled required training for newly joined employees.
- Maintained effective employee relationship

Roles & Responsibilities: Technical Support & Client Coordinator

- Provided support and problem resolution to customers.
- Coordinating source and destination teams during crisis in order to have detailed testing and analysis.
- Handled daily monitoring activities and attended calls with development team and end users in case of various issue
- Trained new employees and explain tools and protocols clearly.
- Assisted management with scheduling, service improvements and quality assurance, both independent and team worker, as required.
- Attended customer meetings on time and respond to customer queries.
- Gathered new requirements from client and prepared the documents for the corresponding developments
- Ensured quality deliverables to clients and end users.
- Built and maintained successful relationship with Clients, Service providers and end users.
- Analyze the root causes of various incidents, finding the problem fixing them and prepare the required documents for the same.

Certifications

Certified Human Resource Professional (CHRP) - American Certification Institute- 2021

Certified Human Resource Manager (CHRM) - American Certification Institute- 2021

Technical Skills

MS OFFICE (Advanced level Excel, Word, and PowerPoint)

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|-----------|-------------------|--------------------------|
| HRMS | Service-NOW | Incident/Outage handling |
| B2B EDI | C++, C, Core Java | IBM WEBSPHERE CASTIRON |
| CSS, HTML | HRMS Systems | ORACLE |

Professional and Academic achievements

- Met 100% OLA Performance for Incidents, Itasks and Service Requests
- Got Client appreciation (from Philips) for resolving issues proactively in ARIA to SAP Project and thereby reduced huge business impact.
- Played an important role in migration of Projects from CastIron to Dell Boomi
- Worked as event coordinator of KAMPFER 2K14, Sports fest of CEK
- Worked as an active National Service Scheme Volunteer for 6 years (2012-16).
- Proficiency award for securing 100% in four subjects at the Higher Secondary level.

Strengths

Dedicated and Hardworking
Quality Assurance
Organizational Skills
Time management

Analytical skills
Proactive problem solving
Adaptive and flexible
Positive thinking

Languages

- English: Proficient
- Hindi: Basic
- Malayalam: Native

Personal Details

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|----------------|---|-------------|
| Nationality | : | Indian |
| Gender | : | Female |
| DOB | : | 24/02/1995 |
| Marital Status | : | Married |
| Passport No | : | N8685559 |
| Visa Status | : | Spouse visa |
| Joining | : | Immediate |