

SHAYAN HASAN KHAN

Assistant Manager

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Delhi - NCR

SKILLS

Global Payroll - US EMEA

ADP Smart Compliance

People Management

Performance Management

Excellent Verbal & Written communication and Internal Personal Skills

Attention to details

Solution oriented attitude

Stakeholder Management (Internal/third party)

Willingness to learn and adapt to new technologies

Workday · Ultipro · Oracle HRMS

Tool / Technology

INDUSTRY EXPERTISE

BPO/KPO/IT

Customer Service

Human Resource Operations

LANGUAGES

English Proficient

Hindi Proficient

RESUME PROFILE

Experienced HR professional with over 8 years of expertise in HR Operations, with a focus on payroll, hire to retire processes, onboarding, offboarding, US health and benefits, background verification, and training. Demonstrated success in resolving issues, improving customer satisfaction, and implementing operational enhancements. Regarded as a reliable and trustworthy resource. Proficient in project management, ensuring successful delivery of HR operations projects.

EDUCATION

Diploma in Urdu Language 2021 - 2022

National Council for Promotion of Urdu Language

Bachelor of Commerce 2008 - 2011

School of Open Learning, Delhi University

12th CBSE Board 2008

Arwachin Bharti Bhawan Senior Secondary School

10th CBSE Board 2006

Arwachin Bharti Bhawan Senior Secondary School

EXPERIENCE

Assistant Manager - HRO/HRSS 03/2022 - Present

Genpact Gurugram

Genpact is an American professional services firm legally domiciled in Bermuda with its headquarters in New York City, New York. The company currently employs more than 100,000 people and provides services to clients in over 30 countries worldwide.

- Led a team of 35 members, ensuring outstanding Offboarding HR Experience.
- Managed HRSS Mailbox and Helpdesk to address queries from both current and former Genpact employees, keeping them informed about the progress of their inquiries and providing solutions to customer and HR partner inquiries.
- Oversaw the entire exit management process, coordinating with SPOCs and stakeholders to ensure timely closure of clearances within specified timelines.
- Held accountable for meeting operational metrics such as accuracy, timeliness, customer and HR partner satisfaction, and team performance expectations.
- Provided coaching and feedback to team members to reinforce goals and improve performance.
- Offer process-related training and coaching to both new hires and existing employees.
- Maintained optimal resourcing levels by promptly filling vacancies and cross-training team members to mitigate single person dependencies.
- Ensured compliance with audit and corporate governance standards by maintaining appropriate controls.
- Managed Provident Fund-related queries for both active and former employees, including interaction with employees and third-party vendors for escalations and resolutions.
- Handled validation and processing of all documents related to PF transfer/withdrawal.
- Tracking for all deceased cases for Genpact India employees and facilitating full settlement with the nominee (F&F, Insurance, PF, Gratuity etc.)
- Leveraged strong analytical and problem-solving skills, coupled with meticulous attention to detail, to drive successful project outcomes.
- Demonstrated proficiency in problem-solving, time management, and priority setting, resulting in excellence in operational efficiency.
- Reviewed manual processes and identified opportunities for automation and improvement.
- Known for being detail-oriented, possessing strong communication skills, and demonstrating the ability to work independently as well as within a team environment. Successfully managed diverse stakeholders, meeting KPI targets through clear communication and collaboration.

EXPERIENCE

Assistant Manager

07/2015 - 03/2022

WIPRO HR Services

Noida

Wipro Human Resource Services (WHRS) Services offer consulting, technology and BPO spanning the complete Hire-to-Retire cycle. It use analytics, Robotic Process Automation (RPA), Artificial Intelligence, Business Process as a Service (BPaaS) and proprietary automation tool Base)))TM to craft and customize multi-channel support.

- Assistant Manager specializing in Health & Benefits (HW), Human Resource Operations (HRO), and Payroll. Proficient in HR tools such as PeopleSoft, Workday, and Ultipro.
- Integral contributor to a US client implementation project, specializing in HRO Voice/Webchat processes.
- Provided end-to-end support and assistance for US Health & Benefits inquiries.
- Played a crucial role in implementing new client Boeing.
- Responded to employee queries regarding Health & Benefits, HR Operations, and Payroll.
- Created and updated Standard Operating Procedure (SOP) guides for Tickets and Siebel, as well as call flows.
- Maintained Feedback, shared monthly dashboard with management, and D-sat tracker, providing coaching to team members for improvement.
- Managed team attendance tracker to ensure service delivery efficiency. Prepared monthly and daily reports for performance tracking.
- Experienced in creating off-cycle paychecks, Final Wage Settlements, QDRO, and FICA processes.
- Led Trend Analysis and Repeat Caller Analysis projects. Conducted team huddles and knowledge checks to foster team development.
- Actively contributed process improvement ideas to enhance client service delivery.
- Supervised a team of up to 25 members, ensuring top-notch customer service delivery.
- Developed training plans, content, and managed schedules for new hire training sessions.
- Created Standard Operating Procedures (SOPs) for client plans and provisions, resulting in a significant increase in call quality scores from 80% to 90% for team members.
- Managed client deliverables such as Service Level Agreements (SLAs) and Customer Satisfaction (CSAT).
- Conducted weekly client meetings, calibration sessions, and provided regular client updates to Client Specialists and Client Managers.

Customer Service Representative

04/2013 - 07/2015

Convergys

Gurugram

Convergys is a public company headquartered in California with an estimated 290,000 employees. In the US, the company has a notable market share in at least two industries: Data Processing & Hosting Services, IT Consulting and IT Consulting.

- Working as Universal Customer Support Analyst for one of the leading telecoms (Everything Everywhere) & Broadband service provider in UK
- Responsible for saving technician visit cost by performing detailed troubleshooting.
- Acted as a first point Contact as a Technical Support for EE UK service provider Central and SharePoint)

Customer Service Representative

06/2010 - 04/2011

IBM

Gurugram

Provider of business process outsourcing services. The company offers a range of customer care services including voice, email response, real-time chat, knowledge management, eCRM architecture and other value added services to Fortune 500 companies.

- Managing inbound calls for a telecommunications company.
- Generating daily client reports, including survey and nesting reports.