

VIKAS D. PURANDARE

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SUMMARY

Accomplished HR Specialist with over 12 years of experience working in the customer service and banking industry. Skilled in HR Policies, Internal Project Management, Employee Relations, Customer Service, Employee Grievance Management, Redundancy Projects, Divestment Projects, Exit Management, Full and Final Settlement process for the entire RBS Group Pan India employees. Qualitative experience in Payroll, Statutory Compliance, Retrials and Exit Settlements, Team Management, Training & Development, Performance Appraisal, Joining Formalities in service and banking sector. Managing team of 5 people in HR Shared Service Operations providing services to over 13500+ staff across 5 locations pan India.

Result oriented with an in-depth knowledge of policies and procedures, executing best practices to align the objectives of the organization, while maximizing employee potential by fostering a work environment that promotes employee morale by developing interpersonal relationships within all levels of the organization.

Exceptional leader and team builder with a proven ability to achieve deadlines, able to generate optimal results with a positive work ethic, energy and desire to continually build on success.

CORE COMPETENCIES

- Effective interpersonal and communication skills
- Compensation & Benefit administration
- Ability to evaluate, analyze and resolve complex problems
- Effective negotiator
- Positive work ethic with 'can-do' attitude
- Possesses excellent organizational and multitasking skills
- Exceptional customer service
- Creating Efficient Infrastructures, both for HR Processes and Businesses
- Exceptionally focused on balancing demands and resources
- Successfully implementing new organization structure
- Capable of working autonomously and as part of a team

PROFICIENCY OVERVIEW

- HR Policies and Procedures
- Orientation & On boarding
- MIS Reporting
- Exit Management
- Payroll and Reimbursements
- System Implementation and Transition
- Internal, External Audits and Compliances
- Leave Management
- Training and Development
- HR Audits
- GL Reconciliation
- Retrials – PF and Gratuity

TECHNICAL SKILLS

- Peoplesoft
- Finacle
- Oracle
- MS Office
- BOXI

ACHIEVEMENTS

- Received the Gold Award at the Annual All India HR Excellence Awards.
- Nominated by Business HR for Living the Values Award in Serving Customers category.
- Nominated by India HR for Going the Extra Mile Award in Simplifying Colleague Life (SCL) category.
- Received 2 Bronze Awards under HR Rewards and Recognition Program.

PROFESSIONAL EXPERIENCE

RBS Services India Private Limited

July 2011 to January 2019

Specialist People Assist / Senior Analyst

Duties:

- Working knowledge of Group Policies and how Policies / Processes support.
- Responsible for managing a team of 5 member's on Exit and Retirals related activities.
- Managing Payroll for exited employee which consist of exit clearances, input validations, review of settlements sheet, issuance of relieving/recovery letters.
- Single point of contact for HR teams on Complex and Urgent business queries that cannot be addressed / resolved via the regular channels.
- Working closely with internal People Services teams to gather information from an extensive range of sources and carry out in depth investigation to ensure correct resolution is reached for the support being requested by the HR team.
- Prepare all exit analysis data and issue reports to Businesses, as well as all reports and representations requested by senior management.
- Preparing various monthly Statutory (PF, PT & Income Tax) and MIS reports.
- Handling process for all type of separations like Resignations, Transfer, Dismissal / Absconding Cases, Redundancy Cases, Retirement/Death Cases for RBS N.V. / RBS Equities / RBS Corporate Finance / RBS Financial Services / RBS Services.
- Calculating Redundancy / Severance benefits as per policy guidelines and sharing with HR Business Partners / Business.
- Handling audit related issues with internal and external auditors such as Deloitte and E&Y.
- Review current practices and streamlining where possible by engaging in workouts and lean program initiatives.
- Helping employees in completing exit clearance formalities from various support functions.
- Managed payroll migration of data.
- Managed end to end various divestment projects for RBS Bank N.V., RBS Equities, RBS CF, RBS FS (Redundancy/Movements). Viz Projects: Barolo, Race, Adam, Night-Watch, Eve, Brown, Union Staff Exit.
- Preparing various monthly Statutory (PF, PT & Income Tax) and Compliance reports.
- Reviewing SOPs & process maps and making changes whenever required.
- Managing end to end Form 16 activity.
- Helping Employees, Business and HR Business partners in solving their various queries related to F&F Settlement, Retirals payouts, Investment proofs submission, Form 16 & Taxation.
- Coordinate with vendor to ensure delivery standards and timelines met.
- Motivate and guide the team to ensure team morale is high for a good delivery.
- Co-ordinate with various internal stakeholders on delivery of projects.

CRP TECHNOLOGIES INDIA PRIVATE LIMITED

December 2010 to June 2011

Senior Executive - Quality

Duties:

- Verifying the details provided by the candidate, conducting appropriate investigations to ensure details provided by the candidate stands true as declared
- Verifying the investigations carried out by the associates and the verified details are appropriate and the details are correctly updated in the system
- To prepare appropriate reports with correct details of the candidates to be sent out to the clients
- Channeling my thorough understanding of the work process in helping fellow team members to improve their Accuracy, Quality and Productivity thus leading to development of the entire team.

INTELENET GLOBAL SERVICES PRIVATE LIMITED

August 2006 to January 2010

Senior Customer Service Executive -Trans-Union Process

Duties:

- Verifying credit history, conducting appropriate investigations to ensure details provided on the consumers profile stand true as declared
- Working for Transunion Credit Reporting Agency for US customers for getting their queries on various credit accounts resolved
- Channeling my thorough understanding of the work process in helping fellow team members to improve their Accuracy, Quality and Productivity thus leading to development of the entire team

EDUCATION

2001: B.Com – University of Mumbai

TRAINING

Diploma in Software Engineering from GNIIT (1.5 year programme)