

## ANDRINA PAIS

Address: 35 Pasir Ris Dr 3, #06-02, Singapore-519493  
Mobile: 6583118877  
Residential Status: SPR since 2012  
Email: [velani1984@gmail.com](mailto:velani1984@gmail.com)

### Human Resource Generalist

- 10 years' experience as a Human capital professional
- Extensive background in HR general affairs that includes recruitment, on boarding/offboarding, orientations, training co-ordination, leave management, employee engagement, performance appraisals, HR Audits, HR Operations.
- Building employee relationships, creation of employee handbooks and organizing employee gatherings to familiarize with organizational policies. and with each other.

### HR Skill

|                             |                        |
|-----------------------------|------------------------|
| Building new HR Team        | Payroll management     |
| HR policies and procedures  | Performance management |
| Recruitment and on boarding | Employee engagement    |
| Streamlining HR processes   | Off-Boarding           |
| Employee Relations          | Vendor management      |

### Professional Experience

#### Accenture Pte Ltd, Singapore

Accenture plc is an Ireland-based multinational professional services company that specialises in information technology services and consulting.

#### **HR Operations Analyst – Client – Meta Singapore**

Dec 2021 - Present

**Key Responsibilities:**

- The employee base of 10000+ staff members.
- Look into queries via CRM tool – SALESFORCE.
- Usage of internal communicator – workplace
- Employee Data management via Workday
- Handling day to day HR Operations
- Handling queries related to onboarding, offboarding, transfers, Leaves, Benefits, letters, Performance management for APAC/NORAM/LATAM/EMEA
- Mentoring new team members
- POC for letters and Onboarding process-APAC
- Backup POC for leaves and benefits – APAC
- Regular interactions with the internal stakeholders with regard to process improvements and trouble shooting

**IDC Technologies, Singapore**

IDC Technologies is a premier global provider of market intelligence, advisory services, and events for the information technology, telecommunications, and consumer technology markets.

**HR Resource Analyst – Client – NCS Singapore**

June 2021 – November 2021

**Key Responsibilities:**

- The primary responsibility of the Resource Analyst is to support the Resource Management team in data reporting and analytical and tuning data into information for the management and competency practice leads.
- Responsible for generating Weekly, Monthly and ad hoc reporting on manpower, time log, utilization and any resource related information.
- Handling External Contractor sourcing process through the External Contractor Acquisition System (ECAS)

**Hexaware Technologies, Singapore**

Hexaware specializes in providing its clients with management and technology solutions in the enterprise applications software area.

**HR Executive – Client – Singapore Post Limited**

Mar 2020-May2021

**Key Responsibilities:**

- Supporting HR Shared Services team for the client.
- The employee base of 5000+ staff members.
- Preparation of different types of contracts, letters for new hires, existing employees and resigned. The letters and contracts include LOA, Confirmation letters, contracts renewals, conversions, terminations, resignations, adhoc letters, etc.
- To add in the new staff into the Peoplesoft systems.
- Update the employee information as and when required into the system. Also update the trackers internally.
- Updating SOP's for the client as per requirements.
- Verification of work internally.
- Supporting and resolving employee queries through Summit Ticketing Tool. Sharing payroll details on monthly basis for the staff with the payroll team.
- Supporting the Employee Data Management team with trouble shooting and managing escalations on day to day basis.

### **Sapiens Software Solutions Pte Ltd, Singapore**

Leading global provider of software solutions for the insurance industry.

#### **Senior HR Advisor**

May 2016 – July 2019

Sapiens specializes in providing business and technology solutions across the insurance value chain, for the entire community-insurers, reinsurers, banks, agents, brokers, distributors and service providers – in all areas of insurance.

#### **Key Responsibilities:**

Human Resources:

- To ensure timely submissions to statutory boards and/or any governing bodies, such as labour market surveys.
- Handle foreign employees' employment such as work pass application, issuance, medical examination, renewal, and cancellation.
- To conduct employee on-boarding and off-boarding activities. To co-ordinate relocations.
- To manage third party recruitment vendors for other countries.
- To perform full spectrum of recruitment activities that includes job postings, screening, interviews.

- To respond to employee queries, co-ordination with the internal stakeholders for various employee related matters.
- To manage employee file.
- To administer employee medical insurance.
- SPOC for APAC employees like Singapore, Hong Kong, Thailand, Indonesia. To co-ordinate monthly employee engagements.

Administration:

- Vendor management, maintaining the purchase requisition process (PR system) for every external and internal vendor.
- Company guest house management.
- Client SOW management.

**Argentum Group Pte Ltd, Singapore**

**HR Executive**

May 2011- Oct 2013

The argentum group is a privately owned vertically integrated hospitality group based in Singapore that operates businesses in Retail F&B, Corporate food services, Catering, Distribution, Manufacturing/Wholesale, Hospitality Education and Hospitality services.

**Key Responsibilities:**

- Payroll Management: co-ordination for the monthly and bi-monthly payroll for full timer and part timer staff members on SME payroll software.
- Leave Management: Maintain leave details both in the system and manual documents
- Insurance: Managing the group medical insurance for the employees.
- Employee Files: Maintain and update the P-files.
- On-Boarding/off-boarding: Introduction to the team, handle new joiner formalities, orientations, exit formalities and final settlements.
- Government regulations: to co-ordinate with government authorities for various regulations such as MOM, IRAS, CPF, and MINDEF.

**EmPower Research Knowledge Services Pvt.Ltd (a Genpact Company) –Bangalore, India**

Social media research, media monitoring expertise.

**HR Executive**

August 2007 – December 2009

A Genpact Company, EmPower Research is one of the leading Custom Market and Media Intelligence companies. It provides customized market and media intelligence across traditional research boundaries. It is a 9001:2008 certified company headquartered at New York.

**Key Responsibilities:**

- Recruitment: Screening, conducting the initial rounds of interview, co-ordination for final rounds and scheduling interviews, reference checking, issue of offer letters etc.
- Employee on-boarding/off boarding: introduction to the team, joining formalities, Orientations, Exit process and final settlement
- Training Management: Co-ordination for the Internal and External vendors.
- HR MIS: Preparation and Submission of monthly HR MIS report to the management.
- Leave Management: Collate and manage leave for the staff
- Group Medical Insurance: Monthly Addition/Deletion of employee & nominee details. Claim documents submission & handling other issues related to claims
- Performance Management: Co-ordinate the PMS process
- Employee Assistance Program (EAP):Co-ordination of the schedule and arranging for the meetings with the in-house counsellor, Consolidating the feedback of the session

**Education and Certifications**

Master's in Business Administration-Mangalore University -2005-07

Bachelor of Business Management -Mangalore University – 2002-05

**Professional Development**

- **Certificate In Payroll Administration:** SHRI Academy, Singapore-September 2019
- **NICF Diploma in Software and Applications:** Victoria University, Melbourne, Australia-May 2015

- **Specialized Dip in Counselling Psychology:** Academy of Certified Counsellors, Singapore - Nov2010
- **Diploma in Counselling skills:** Banjara Academy, Bangalore- 2009

**Affiliations:**

**Singapore Human Resource Institute - July 2018**

**Technical Skills:**

MS Office –Word, Excel, Power Point,

Internet) SME Payroll software

Oracle PeopleSoft Applications (HRIS)

Summit Ticketing Tool

Workday