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CORE COMPETENCIES



Tools

Workday, ServiceNow, ADP, ICIMS, Sterling, HireRights, Oracle, Image Now, MS SharePoint, Quip, Box, OVERSEAS-Connect (OSC) – Vistra, Adobe Sign, Zoom, Blue jeans, Greenhouse, Greenhouse Onboarding, Namely, DocuSign, Nexonia.



CAREER TIMELINE



PERSONAL DETAILS

Date of Birth: 15th February 1988
Languages Known: English, Hindi & Bengali
Present Location: Pune



EXECUTIVE PROFILE

- Performance-driven professional offering **12 years** of rich experience in **TA, HR and TA Operations, HRO - Shared Services, Onboarding to Offboarding, Payroll and Benefits Administration, Employee Life Cycle Management.**
- Hands on experience of **establishing the legal entities** for India, Spain, France, Ireland and Netherlands through individual projects by driving through project plans.
- Excellent in **supervision and streamlining of processes, training and mentoring the team members.**
- Exposure in handling **Global Stakeholders** by delivering services to multiple SBUs and multiple Clients (Facebook, Uber, Workday, DocuSign, Google, Slack, Pinterest) for APAC, EMEA and LATAM.
- Efficient in **Query and escalation handling** ensuring a good client, candidate and employee **experience** by assisting them in policy related queries.
- Proficient in **Process Transitioning from Onshore, Process Development, Knowledge transfer, Training, Developing SOPs, Audits and Compliance, Contingency Planning, Vendor Management and PO Processing.**



WORK EXPERIENCE

Jan'22 – Jan'23

Citi Bank (On the payroll of Persol Kelly) – 1 Year Contract

Key Result Areas:

Recruiter

- Source applicants, screen resumes, interview, and assess candidates to provide qualified candidates to hiring managers.
- Manage relationships with search firms/agencies to drive timely and thorough sourcing of high quality, diverse candidate pool as well as participate in diversity recruiting events and activities.
- Sourcing channels used – Active (Naukri), Passive (Cold Callings, Mass mailers), Placements and Referrals.

May'20 – Jan'22

BrightInsight - US, Remote (On the payroll of Highpoints India Pvt Ltd)

Growth Path:

May'20 – Dec '20: Senior TA Coordinator

Jan'21 – July'21: Senior HR Coordinator

August'21 onwards – HR Generalist

Key Result Areas:

HR Generalist (EMEA)

Legal Entity Setup –

- Driving individual projects for the entity establishments for **India, Ireland, Spain, Netherlands, and France.**
- Engaging with vendors and CA for the research and understanding the process to create the project plans.
- Developing the project plans capturing the major and sub deliverables.
- Engaging with various payroll and benefits vendors for evaluation and negotiation.
- Devising the Indian Compensation Structure resulting in tax benefits by including various allowances.
- Engaging with the benefits vendors to select the benefits package (GMC, GPA, GTL) and getting the quotations from them.
- Driving weekly meetings with various departments - Recruiting, HR, Legal, Accounts, Vendor and CA to track the progress and discussing the next action items.
- Coordinating with Head of HR, Accounts and Legal for getting the paperwork done and cost approval.

Onboarding –

- Responsible for completing the paperwork (Offer Letter, Contract, NDA, Privacy Notice, Passport, Payroll and Benefits forms, Right to Work Checklist).
- Maintain the employee files.
- Conducting HR Orientation.

Employee Engagement -

- Conducting quarterly employee survey.
- Interacting with the employees on one – on – one basis.

Payroll Administration -

- Created and implemented the Monthly Cover Sheet along with the New Hire Payroll forms as an input for the payroll vendor which includes the information of New Hires, Terminations, Sign on Bonus, LOA, Bonus etc.
- Approving all the pay slips for the employees from UK, Switzerland, Denmark, Israel.
- Conducting monthly payroll call with the vendor to discuss each month's payroll before the cutoff date.

Benefits Administration -

- Responsible for understanding and implementation of new benefits package for the new entities.
- Coordination with the vendor for enrolling and offboarding.

Policies Administration -

- Understanding various policies around Right To Work, Terminations, Holiday Roll over, Paternity, Contract amendments for additional working hours for UK, Ireland, France, Spain, Switzerland, Denmark.

Query Management and Leave Tracking -

- Assisting employees on their general queries regarding the various policies like Paternity, Leave, Benefits, Payroll etc.
- Assisting the reporting manager for the creation of Contract Amendment for a UK employee with the vendor.
- Providing the leaves taken by the employees monthly to the vendor.

Senior TA Coordinator (Global – US and EMEA)

- Multiple scheduling/rescheduling of interviews in the US time zone, in a very fast paced environment via Zoom.
- Maintaining communication and ensuring excellent candidate experience by sending out the timely instructions to the candidates after liaising with the interviewers and assist with general recruitment inquiries.
- Administration and daily usage of the Greenhouse (Tool) to enter and maintain candidate's interview information.
- Close cooperation with Hiring Managers and Recruiters.

Highlights:

- Single handedly coordinating and driving the entity setup projects with various stakeholders.
- Driving the weekly meetings discussions on the accomplishments and action items for each individual projects.
- Directly working with the leaderships - Head of Legal, VP of HR, Director of Recruiting.
- Learning the Right To Work policies for EMEA.
- Managed and coordinated faster interview scheduling which led to quick hiring decisions.
- Working on the adhoc projects to support the team for maintain audit and compliances.

Jan'17 – March'20

Milestone Technologies, Hyderabad

Growth Path:

Jan'17 – Mar'19: TA Coordinator

Apr'19 – Jul'19: Senior TA Coordinator

Jul'19 – March'20: HR Coordinator

Key Result Areas:

HR Coordinator (APAC, EMEA and LATAM)

- Managing the overall functions of HR administration; coordinating throughout the employee lifecycle from onboarding to offboarding.
- Effectively managing the accurate maintenance of the HRIS:
 - Raising HR service tickets via ServiceNow, managing change requests, terminations, contract staff, transfers, promotions, pay and manager changes.
 - Managing termination off-boarding processes, data entry into HRIS, sending notifications to other departments.
- Conducting audit and making corrections for maintaining accurate & complete HRIS data and in employee files.
- Coordinating with Payroll, Benefits providers and Vendors for enrollments, changes & terminations.

Talent Acquisition Coordinator (APAC, EMEA and LATAM)

- Managed heavy interview scheduling/rescheduling in any time zone, in a very fast paced environment; configured diverse types of video call software (Blue jeans, Zoom, Google Hangout, Gmail Calendar), meeting rooms booking in any location.
- Communicated and ensured excellent candidate experience by providing them feedback, joining instructions to the selected candidates by coordinating with the Hiring Managers and assisted with general recruitment inquiries.
- Processed sensitive & confidential information like interview feedback, background and reference check process, offer letter roll-out, internal moves, approval process, provisioning for logistics and access.
- Administered the daily usage of the ICIMS - Applicant Tracking System (ATS), Quip and Microsoft Teams.
- Cooperated with the clients (Facebook, Uber, Workday, DocuSign, Google) along with Hiring Managers, Service Delivery, Human Resources & Vendors.
- Training, Auditing and mentoring new joiners in the team in APAC and EMEA.
- Designed/updated user guides and SOPs for the process.

Highlights:

- Successfully processed high volume of transactions comprising New Joiners, Increase of Pay and Terminations single-handedly.
- Emphasized roadblocks & concerns along with root cause analysis to render process improvement solutions in weekly meetings to enhance the overall hiring process.
- Provided clear instructions, support, guidance and constant updates throughout the process for securing a very high rate of candidate engagement.
- Excellent in crisis management; dealt with last minutes cancellations & onboarding issues.
- Attended cross-training with other support function team on **Sterling & HireRights** (Security – BGC); diminished the dependencies in the overall TAT of onboarding. Streamlined process & implemented improvement ideas for effective interview scheduling thereby reducing the TAT.
- Imparted training and mentoring to the new joiners in the team in APAC & EMEA.

Aug'16 – Dec'16**Nicefit Careers Consulting Pvt. Ltd., Hyderabad as Senior Executive - HR****Key Result Areas:**

- Led the sourcing for IT profiles for fresher and experienced hires including job posting in Job Boards (Naukri and Monster).
- Screened and interviewed candidates as per the job requirement.
- Managed candidates by performing functions such as interview scheduling, follow-ups, coordinating, confirmation.

Feb'13 – Jul'16**Capgemini Pvt. Ltd., Kolkata as Senior On-boarding Administrator (Subject Matter Expert) - HRO**

Joined as Associate Consultant; promoted to Consultant in Jan'15.

Key Result Areas:

- Imparted training for the new joiners in the team; updated and maintained the training planner, represented the department during client visits.
- Acted as SME (Subject Matter Expert); performed audits for the transactions processed by the team; provided feedback post audit.
- Developed offer letter, contract and joining letters for the UK new starters and transfers, organized new starters joining kits.
- Followed up with Colleges, Universities, Employers, agencies for references checks, Security Checks, Medical checkups, Payroll Setup.
- Effectively transitioned the complete process of "AMEX Corporate Card Issue" from onshore; SPOC (Knowledge Transfer) for new changed process for both offshore & onshore team.
- Liaised with various onshore departments/functional heads (Top Management)/ Vendors while ensuring their participation in Company Induction process for the new employees (Induction Arrangement).

Highlights:

- Recipient of Spot Award & Master Blaster Award Certificate for exhibiting outstanding commitment along with exemplary performance, contribution towards growth of the organization for FY 2013-14.
- Contributed for closing bulk offer in a timely manner and facilitated the other team members to complete the same.
- Conferred with various appreciations from Leadership and New Employees on the effective management of Onboarding process.
- Worked as Delivery Agent, managed escalations & administered the onboarding for all fresher hires (Graduate, Higher & Lower Apprenticeship) in bulk.

Jul'08 – Nov'10**Wipro BPO, Kolkata as Senior Associate (Technical Support and Sales Agent)**

Joined as Associate; last designated as to Senior Associate.

Highlights:

- Acknowledged for excellent performance as "The Best Compliant Agent" at Wipro in "Rewards & Recognition".
- Delivered exceptional performance and consistently recognized as Best Performer for scoring beyond set target for Customer Satisfaction Parameter.

**EDUCATION**

- Pursuing PGDM - HRM from Symbiosis, Pune.
- Pursing SPHRi (Senior Professional Human Resource – International) from **HRCI**.
- Master Diploma (Hardware & Networking) from Mahatma Gandhi University; 2012.
- B.Sc. in Information Technology from University of North Bengal; 2008.