



Samyukta Shah

Randstad Sourceright
(June 2012 till date)

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Education

May 2008
Osmania University, TS
Master of Business Administration

May 2006
Osmania University, TS
Bachelor of Commerce

May 2003
Osmania University, TS
Intermediate

May 2002
SSC

Executive Profile

MBA (HR) with 13+ Years into HR, handling MSP/RPO programs, extensive experience partnering with Global teams to analyze, determine and implement solutions focused on achieving business results. Expert at using a balanced, pragmatic approach with measurable results in building client relationships, collaboration and influence at all levels of management to attract, develop, engage, and retain employees. She has global experience working with all regions from North America to Asia Pacific. She leads diverse teams to drive excellence with focus on employee centricity and customer advocacy.

Career Summary

Oct 2022 – Current

Director – MSP Admin & Support Services, GBS HYD

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- Collaborate with senior leadership in the development of performance goals and long-term operational plans
- Work with global teams across North America, EMEA & APAC to analyse, determine and implement business results
- Work with North America, EMEA and APAC stakeholders on current operational processes and performance, recommending solutions for improvement where necessary
- Collaborate with cross-functional teams to ensure seamless service delivery and exceed clients' expectations
- Work with the business improvement team and RPA teams internally process efficiencies
- Set strategic goals for operational efficiency and increased productivity

Jan 2019 – Oct 2022

Sr. Manager MSP Admin & Support Services, GBS HYD

Randstad Sourceright

- Develop, implement, and monitor day-to-day operational systems and processes to provide visibility into the goals, progress, and obstacles of key initiatives
- Devise strategies for ensuring the growth of programs enterprise-wide, and implement process improvements to maximize output and minimize costs
- Streamline or implement structures and roles that boost speed and efficiency while supporting rapidly shifting business demands
- Work with the business improvement team and RPA teams internally process efficiencies
- Collaborate with North America, EMEA & APAC partners to work as one team and deliver as per the MSP & RPO client needs

Jan 2018 to Dec 2019

Manager – MSP Admin - Randstad Sourceright

- Operations Management for the 80+ team members handling process for MSP clients (Resource tracking, Compliance, Audit, HR operation, Onboarding, Offboarding)
- Drives efficient day-to-day operational running of different processes measured by no Client complaints and all SLAs met.
- Establishes and manages internal KPIs and SLAs to support client and business needs.
- Establishes operational processes and recommends changes based on business requirements and as part of continuous improvement efforts.

Core competencies

- ❖ MSP and RPO Programs
- ❖ VMS
- ❖ Shared Service model
- ❖ Hire to Retire processes
- ❖ Compliance & Audits
- ❖ Operations Excellence
- ❖ Stakeholder Management
- ❖ People Management
- ❖ Emotional Intelligence
- ❖ Agility and Expertise
- ❖ Employee Centricity
- ❖ Diversity and Inclusion
- ❖ Interpersonal skills
- ❖ Coaching & Feedback

- Analyzes productivity and performance reports and develops actions plans as appropriate.
- Ensures implementation of Integreon best practices and constant review of processes to ensure maximum operational efficiency.
- Ensures appropriate capacity against volume by creating monthly forecasts.
- Assesses the need for delivery center
- Ensures proper BCP planning and implementation and coordinates directly with Emergency Response Team for provision for accommodation, meals and transportation during BCP situations.
- Involved in MSP program implementations

Jan 2016 to Dec 2018

Team Lead – MSP Admin - Randstad Sourceright

- Handling 3 different processes (Vendor Management Support, Risk Management & Unemployment Claims) with a team of 3 members,
- Communicating with supervisors, subordinates & counterparts
- Developing and building teams by guiding, directing, and motivating subordinates through training new processes
- Evaluating Information to Determine Compliance with Standards
- Analyzing & processing information
- Establishing and Maintaining Interpersonal Relationships with supervisors, subordinates & counterparts
- Documenting/recording Information before processing

Jan 2015 to Dec 2016

Assurance Auditor : Risk Specialist

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- Conducted audits on suppliers and supporting RSR - MSP Client
- Did background verification of new talents
- Use to do supplier compliance verification as per clients benchmarks
- Tracked & recorded action plan of suppliers, provided corrective measures
- Analyzed data or information received from suppliers

June 2012 to Dec 2014

Program Coordinator: (Oracle MSP)

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- Use to do requisition management
- Scheduled Interview for shortlisted candidates
- Did end to end payroll hiring process
- Had to do on boarding for selected talent
- Use to do background verification check for hired talents

2) Associated with Info Fusion Services as Sr. Executive – Talent Acquisition since Jan 2010 – May 2012

Joined as Recruitment Executive in Jan 2010, promoted as Sr. Executive – Talent Acquisition in Apr 2011

Roles & Responsibilities:

Recruitment & Induction:

Screened and shortlist candidates from portals & also conducted preliminary interviews for walk-in candidates according to client requirements
Recruited candidates for sectors like Banking & Financial services, IT/ITES, ITES/BPO, Retail, Engineering and Manufacturing

Certificates

Lean White Belt

Six sigma Yellow Belt

Technical Skills

Ms. Office, All Microsoft

Windows, Operating system

Google Suit

Accomplishments:

“Star Performer” award for the year 2013-2014

best “MARSHAL” award in the year 2012.

Interacted & developed rapport with all clients at various levels for maximum client retention and achievement of revenues.

Handled customer grievances, resolved queries and provided timely clarification
Conducted open house and did joining formalities, inducting the employees i.e. completing all the documentation and training etc

Pay rolling & Exit formalities:

- Collection of attendance from the respective departments on time
- Prepare & maintain salary vouchers.
- Ensure the salaries of employees are paid on time
- Exit interview and relieving formalities.