



MOHAMED SULAIMAN

HR Associate HR Operations | HR Shared Services

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HR professional with over 7 years of experience in HR Operations and Shared Services. Proficient in managing HR processes, employee relations, onboarding, and HR administration. Demonstrated expertise in handling complex leave management, payroll coordination, and data management activities. Skilled in leveraging HR Information Systems (Workday, Oracle), payroll platforms (ADP), and data analysis tools (Power BI) to drive operational efficiency and support decision-making. Strong interpersonal and communication skills with a proven ability to collaborate across teams and implement process improvements. Adept at managing change, ensuring compliance with policies and procedures, and delivering high-quality HR support in fast-paced environments.

- HR Operations Management ● Customer Services ● HR Shared Services ● Personnel Management
- Employee Relationship Management ● Employee Onboarding ● Excellent Interpersonal & Communication Skill ● Leadership
- Decision Making ● Teamwork ● HR Policies & Procedures ● Employee Engagement ● HR Administration
- Change Management ● Process Transition

TECHNICAL SKILLS

- **HR Information Systems (HRIS):** Workday, Oracle
- **Payroll and Benefits Management:** ADP
- **Data Analysis and Reporting:** Power BI
- **Learning and Development (LMS):** Cornerstone
- **MS Office Suite:** Word, Excel, PowerPoint, Outlook

PROFESSIONAL EXPERIENCE

December 2022 till Present | Bangalore, India

HR Associate | Atkinsréalis

- Processing various types of leaves like Maternity, Adoption, Sabbatical and Shared parental leave etc. in accordance with UK legislation and company policies.
- Monitoring long-term sickness and absence records for UK employees ensuring accurate tracking, reporting and providing support for absence management procedures.
- Managing annual leave carryover reconciliation, ensuring compliance with company policies and smooth processing of leave adjustments.
- Assisting in implementing change management initiatives related to leave processes policies, adapting and updating procedures as per evolving business and legal requirements.
- Supporting process transition activities to streamline HR operations, contributing to the successful handover and alignment of new processes within the team.

January 2020 – December 2022 | Bangalore, India

HRSS Specialist | Cerner Healthcare India Private Limited

- Served as first point of contact for all HR related queries through various mediums like call, chat, tickets and walkins.
- Guided employees by sharing relevant knowledge articles and resources available for reference, ensuring quick resolution of issues and enhancing employee self-service capabilities.
- Coordinated with the payroll team to address and resolve queries related to payroll, income tax, Provident Fund (PF), and other pay-related matters. Triaged tickets and facilitated effective communication between teams to ensure timely resolution of issues.
- Managed the approval, rejection, and transfer of Provident Fund requests, ensuring compliance with company policies and government regulations.

April 2019 – December 2019 | Bangalore, India

HR Operations Specialist | Koch Technology Centre

- Managed and maintained employee data for Koch India and Molex India using the SAP HR system. This included creating positions and employee IDs, ensuring data accuracy, and adhering to organizational standards.
- Provided support for HR data-related activities, ensuring that the SAP HR system was up-to-date and reflecting accurate employee information for reporting and operational purposes.
- Collaborated with HR teams to streamline data management processes and optimize system usage, contributing to improved efficiency and accuracy in HR operations.

March 2017 – April 2019 | Bangalore, India

HRSS Associate | Amazon Development Centre

- Acted as the first point of contact for HR Assistants (HRA) and HR Business Partners (HRBPs) by managing and resolving exit-related tickets, ensuring a smooth exit process for employees.
- Handled global room bookings, created attendance sheets, managed photo rosters, marked attendance, and coordinated IT and logistical support for various HR events and sessions.
- Managed session scheduling, editing, and cancellations within the LMS (Cornerstone), ensuring accurate tracking and smooth execution of training programs.
- Partnered with the process excellence team to optimize room booking processes by leveraging the scheduler feature of the Meetings tool, reducing the Average Handling Time (AHT) for consecutive day bookings by 50%.
- Successfully collaborated with cross-functional teams to implement process improvements, enhancing efficiency and reducing turnaround times.

ACADEMIC CREDENTIALS

2015 | India

Bachelors in Engineering | Anna University

2023 | India

P.G (Diploma in Human Resource Management) | IGNOU

AWARDS AND ACHIEVEMENTS

Above and Beyond the Call of Duty - Q1 2024

Recognized for exceptional dedication and commitment, going beyond the standard responsibilities by working extended hours, including weekends, during the financial year-end to ensure the successful completion of all year-end processes.

PERSONAL INFO

- **Date of Birth:** 16th Jun'1994
- **Gender:** Male
- **Nationality:** Indian
- **Marital Status:** Single
- **Languages Known:** English, Hindi
- **Interests:** Travelling, Cooking