

Nikhil Joseph

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OBJECTIVES:

To succeed in an environment of growth and excellence which provides job satisfaction and enables self-development in order to achieve personal as well as organizational goals.

WORK EXPERIENCE:

Tiger Analytics

Duration: May 2022 – Till date

Designation: Lead – Delivery Operations

Responsibilities

- To look after in & out of Resource Management, Vendor Management
- Liaise with Competency and the Delivery teams to cater the demand.
- Forecast the demand and strategize on headcounts
- Split the headcounts across the regions on need basis.
- Maintain Pyramid.
- Stakeholder and Bench Management
- Review the pipeline demands with the Delivery heads and strategize the supply basis the availability.
- Demand and Position Management
- Data sanity on regular basis.

Adobe (via Teamlease Digital)

Duration: July 2021 – April 2022

Designation – Resource Manager

- Handle the SaaS Solutions' demands with the util of the individual and overall solutions at >96%
- To look after in & out of Resource Management, Vendor Management
- Liaise with Competency and the Delivery teams to cater the demand.
- Forecast the demand and strategize on headcounts
- Split the headcounts across the regions on need basis.
- Maintain Pyramid wherever its possible.
- Create the POR for the Partner workers
- Stakeholder and Bench Management

- Review the pipeline demands with the Delivery heads and strategize the supply basis the availability.
- Demand and Position Management
- Data sanity on regular basis.

ACCENTURE SOLUTIONS PVT LTD

Duration – Apr 2020 – till date

Designation – Business Process Svcs Associate

Project Wellington (HR Operations & PMO/RMG)

Role: SME

Responsibilities

- Transitioning the process from the Client to offshore team.
- Transform the process.
- Ideating the process and look for scope of improvement.
- Architect of the process map / workflow
- Process the New hire on Workday.
- Process HR related invoices.
- Generating compliance report for the process.
- Keep a tab on BGC of the New joiners

(Performance Management & Rewards & RMG)

Role: SME

Responsibilities

- Transitioning the process from the Client to offshore team.
- Transform the process.
- Ideating the process and look for scope of improvement.
- Architect of the process map / workflow
- Launching Annual Performance Review & PIP Forms
- Routing the Forms
- Scheduling the Calibration session on SAP Success-factors
- Launching Compensation Planning Worksheets
- Updating / Changing the Merit guidelines and budget related tables.

SLK SOFTWARE SERVICES

Duration – May 2018 - March 2020

Designation – Junior Executive–HRM (Talent Management or RMG)

• **Roles and Responsibilities**

1. Resource utilization

- SPOC for a BU with 2000 + Talents, fulfilling their demands with both internally and externally.
- Fulfilling positions with Available Talent Pool (ATP).
- Talent engagement–planning and executing engagement plans with business SMEs.
- Coordinating with Learning and Development team to facilitate up-skill trainings for BU talents.
- Ensuring optimum billability through timely allocation of talents.

2. Demand Management / Position Management

- Understand the demand from the client and CRM tool and get the position / demand created by the business operations team.
- Collaborate with PMO, Business operations team in creating and validating the demand.
- Validation of Job requisitions, Grade, Designation, Job description before flagging it for Recruitment
- Assigning the requisitions to the right hiring manager, recruiter and coordinator.
- Updating position attributes on request basis and seek necessary approvals when required before the action.
- Deletion and reporting manager change of the positions when requested.
- Routing the requisitions to the hiring team (TA team) without any delay if the position demands on SAP Successfactors.
- Ensuring the job requisitions have been rightly flashed on the portals, work with Business operations and PMO team to get the requisition created on timely basis.
- Proactively work with the bench team for the resource deployment as and when there is a project roll offs / ramp-down.

3. Data Management, Governance

- Preparing the Demand Supply report for the review with Business leaders and Function leader.
- Preparing monthly Demand forecasting report.
- Maintaining the Billable and Buffer hygiene
- Maintaining the Hygiene of requisitions, cancelling the requisitions on time.
- Work closely with all stakeholders such as PMO, Business operations, HR operations, finance to ensure the smooth flow of the business.

4. Operations

- Ensure the Background verification of the resources is done prior to the allocation on the system
- Timely allocation of the resources to the project on the system (Oracle EBS)

- Maintaining constant communication with all business SPOCs for needed staffing adjustment based on current business needs. (Billable, buffer)
- Work closely with immigration team for the H1 nominations, RFE filing, client letters
- Monitoring via available tools and work force management techniques to maximize resource billability and achieve service level goals.
- Maintaining work force pyramid through regular review and re-structuring.

5. Grievance Handling & others.

- Work closely with the HR Business Partner for employee related concerns and queries (leaves, resignation, managed exits, behavioural issues, performance issues, appraisals etc.)
- Assist with Project Managers and HRBP in succession planning, Rewards, Performance appraisal.
- Ensuring that Talents' aspiration is taken into consideration while placing them into a project.

• PROFESSIONAL SKILLS:

- Advanced Excel
- SAP - SuccessFactors
- Oracle EBiz- Nucleus
- Communication and presentation skills
- HR Policy Making.
- Research and Strategy making.
- Business Development-Prospect Building.
- RMG
- SPSS – IBM V21
- Microsoft Visio – To streamline the Workflow / process flow.

• ACHIEVEMENTS:

- Awarded as 'SHINING STAR' for the performance in Q1 2019-20 by SLK Software Services.
- Awarded as Star Performer for the performance in Q2 2018-19 by SLK Software Services.

• **ACADEMIC QUALIFICATIONS:**

SL.NO	NAME OF THE INSTITUTION	COURSE	YEAR OF PASSING	RESULTS
1	JSS CMS, Mysuru	MBA–HRM	2017	7.13 (CGPA)
2	Davan Institute of Advanced Management Studies, Davangere	BBM – Marketing	2015	78 %
3	STJ PU College, Davangere	PCMB	2012	60
4	Lourde’s Boys’ School, Davangere	State	2010	73 %

• **PROJECTS:**

- Employee Commitment towards Productivity – The objective was to understand how employee commitment is related to their productivity.
- Customer Satisfaction towards South Indian Bank – The primary objective was to know if the customers are satisfied with the products and services rendered by South Indian Bank

• **INTERNSHIPS:**

Sl.No	Organisation	Year & Duration	Area of Focus
1.	Akay Flavours Aromatics Pvt Ltd, Alwaye, Kerala.	2017–Aug (2 months)	Human Resource, Human Rights
2.	South Indian Bank, Davangere.	2014 – Feb (2 months)	Marketing, Customer Satisfaction
3.	Finch Financial Company, Davangere	2013 – Feb (1 month)	Organization Structure.

• **PERSONAL DETAILS:**

Languages known	1. Kannada – Speak, Read and Write (intermediate) 2. English–Speak, Read and Write (Professional) 3. Malayalam –Speak and Read (intermediate)
Reference	Will be Provided on request