

# MADHU N

## HR MANAGER

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#956/11, 2ND Main Road, 2ND Cross Road, Vijayananda Nagar, Nandini Layout, Bengaluru - 560096.

Human Resources with a proven track record of 8 years of Experience in Human Resources Department, Talent acquisition and management, Recruiting Co-ordination (Sourcing, Screening & Interviewing), On Boarding Formalities, Day to Day HR Operations, HR Policies & Procedures Implementation, Employee relations, End to End HR operations, Payroll Management, ESIC, EPFO, PT, Statutory Compliance, Conflict Resolution, Performance Management System, Compensation and benefits and HR strategy & planning, Human Resource Management Systems (HRMS), Vendor & Client management, Employee Retention, Grievance Handling, HR Auditing, Exit Interviews - Seeking a challenging leadership role to leverage expertise in optimizing HR operations, were I can fully utilize my skills and knowledge for the growth and success of myself as well as the organization.

### SKILLS

- Talent Acquisition & Recruitment Process.
- Employee Engagement & Retention.
- Performance Management.
- HR Policy Development.
- Organizational Development.
- Compensation & Benefits Administration.
- Leadership Development.
- Conflict Resolution & Employee Relations.
- On boarding Formalities.
- HR Operations.
- HR reporting Skills.
- Human Resources Administration.
- Payroll Operation.
- Attendance Management.
- Statutory Obligations - PF, ESIC, PT, Taxes, Gratuity, Bonus.
- Vendor and Client Management.
- Grievance Handling.
- Exit Interviews.

### ACHIEVEMENTS

Awarded "HR of the Year" in 2018, 2019, 2021 for exceptional contributions to HR strategy and employee engagement.

### EXPERIENCE

- **OM SREE MARKETING SOLUTIONS PVT LTD** (2021-2025)  
*HR Manager*  
*Industry: BPO & Call Center. IT & Non - It. Advertisement & Digital Marketing. Marketing, Sales & Distribution.*
- **AMRITHNONI (AYURVEDIC HOSPITAL) HEALTH CARE PVT LTD** (2021-2025)  
*HR Manager*  
*Industry: BPO - Health Care & Customer Service.*
- **TOYOTA : OPPI, CATALER, SANSERA** (2017-2021)  
*Human Resources Manager*  
*Industry: BPO, IT, Non - IT & Manufacturing.*

### EDUCATION

#### BCA in Computer Science – 2017

Don Bosco Institute of Technology, Bengaluru, Karnataka, India.

#### DIPLOMA in Computer Science – 2011

J.S.S. Polytechnic, Mysuru, Karnataka, India.

#### S.S.L.C. -2008

A.S.M. High School, Bengaluru, Karnataka, India.

### LANGUAGES

- English
- Kannada
- Telugu
- Hindi
- Tamil

## **ROLES & RESPONSIBILITIES**

### **HANDLING RECRUITMENT'S & TALENT ACQUISITION:**

1. Posting the Job Requirements in the Job Portals, Build and maintain a strong pipeline of candidates through job portals, social media, employee referrals, and other channels.
2. Emailing and Co-ordination, Attending the calls from the candidates and collecting the Candidates Profiles.
3. Sourcing the candidates, Screening the Resume and short listing the Potential Candidates.
4. Contacting them, Sending invitations for interview through text, mail etc. & Conducting Preliminary Interviews & Coordinating with the Next Interview Processes.
5. Manage end-to-end recruitment processes from identifying the hiring needs, preparing the JD, talent search, sourcing, screening, shortlisting, Interviewing, Documents Verification, evaluation - discussion with Management regarding the candidate's selection or rejection, negotiation of compensation, framing salary structure, releasing of offer - appointment letters, handling on boarding candidates and monitoring the confirmation of new joiners till their probation.
6. Develop and implement recruitment strategies to attract top talent for the respective departments.
7. Collaborate with department heads to understand staffing needs and ensure timely closure of vacancies.

### **ON BOARDING FORMALITIES:**

#### **On Boarding / Joining Formalities:**

##### **Entry Process:**

1. New Joinee's Document Collection, Ensure all joining formalities, documentation, and compliance requirements are completed efficiently.
2. Verifying the documents of previous company & Personal Documents, if fresher verify Personal documents and Educational Documents.
3. Act as the primary point of contact for new hires during their probation period to ensure a seamless transition.
4. Identify training needs in consultation with department heads and develop training calendars.
5. Organize and coordinate training programs, workshops, and sessions to enhance employee skills and competencies.
6. Conduct orientation programs, explaining about the Company Culture, Policies, Procedures and Regulations & HR Policies to Candidates.
7. Issuing Offer Letter, Appoint Letter & Confirmation Letter, Salary A/c Openings, ESIC & EPFO form fill up, Medical Fitness Certificate, Employee Data Form filling, Issuing ID Cards, Generating Employee Codes & Numbers, Creating Bio – Metric's etc.
8. Framing Salary Structure.
9. Personal file preparing & Responsible for employee database Management & Maintain training records and evaluate the effectiveness of training programs.

## **DAY - TO – DAY HR OPERATIONS:**

1. Maintaining the Employee Daily Attendance.
2. E – Mail Operations.
3. Employee salaries and leaves records of the employee.
4. Filing the new joinee report, Scanning Employee Document and uploading on Company Database.
5. Tracking the employee's.
6. Maintaining Centralized Master data & Centralized Head Counts.
7. ESIC, EPFO registration of the New Employee.
8. Managing all HR – Related tasks employee medical form, Employee benefits programme, Documentation, Interviewing, Induction, and On Boarding New Joinee's.
9. Coordinate with IT & Admin Department to update and automate several on boarding tasks.
10. Managing the Meetings with Internal Department Head's whenever it's necessary.
11. Assisted new employee's with on boarding training & provides orientation for new employee's by providing information, ensuring all applications form were filed correctly and obtaining signatures for documents, and briefing company policies, Rules & regulations, HR policies to candidate & Work Culture.
12. Responsible for Handling and Analysing data of new employee, Preparing Records, Updating Changes, Organize file and Paper works.
13. Respond to employee's queries and resolve issues in a timely and professional manner.
14. Driving employee Engagement Activities.
15. Maintain recruitment tracker highlighting current status of open position and pipeline for each position.
16. Ensure all other daily, weekly, monthly and annual reports are up to date.

## **PAYROLL MANAGEMENT:**

1. Daily days Attendance Calculations, Leave card/record Checking.
2. Leave Management.
3. Adjustment of various types of deductions.
4. Preparing Attendance & Payroll Sheet – forwarding to accounts department to verify, disbursement of salaries to Employees and maintaining payroll records.
5. E – mailing / Issuing / Disbursement of Salary Slips.
6. Follow up with PF withdrawals and ensuring ESIC application to the new joiners.
7. **STATUTORY COMPLIANCES:** Preparation and submission of statutory returns under various labour statutes. Compliance with all statutory requirement under various labour laws such as EPFO, ESIC, PT and Minimum Wages, payments etc. – within timelines.

## **ADMIN ACTIVITIES:**

- Preparing, organizing and storing information in paper and digital form.
- Coordinate office activities and operations to secure efficiency and compliance to company policies.
- Supervise administrative staff and divide responsibilities to ensure performance.
- Manage travel arrangements/appointments etc. for the upper management with Travel agent.

1. Manage phone calls and correspondence (E-mail, letters, packages etc).
2. Create and update records and databases with personnel, financial and other data.
3. Orders supplies and equipment; maintains service contracts on office equipment, Track stocks of office supplies and place orders when necessary.
4. Maintains office services by organizing office operations and procedures, controlling correspondence, designing filing systems, reviewing and approving supply requisitions and assigning and monitoring clerical functions.
5. Keep tracking of sales employee's login report and collecting monthly sales Expense reports.
6. Maintains accounts payable and accounts receivable records.
7. Solves problems associated with vendors regarding shipments, billing and statements.
8. Monitors Expenditures, Process payments requests for reimbursement; prepares purchase orders, purchase requisition and ensures procedures for office stationery and paying service providers and vendors.
9. Handles administrative tasks for faculty searches and staff recruiting.
10. Oversees department hiring procedures.
11. Performs other related duties as assigned.
12. Contract Labour Management: Effectively managed 1000+ Contract Labour Manpower availability. Monitoring their attendance & billing through Contract Labour Management System (CLMS).
13. Security Management – Managing overall security management of the plant.
14. HR Vendor Bills – Checking and responsible for bills verifications & processing in time.
15. Vendor Compliances – Ensuring good Vendor on board, their rating and periodical compliances.
16. Canteen Management – Playing key role in managing in-house canteen & related employee grievances.
17. Transport Management – Managed transport for employee to & from, local conveyance, pull car & company vehicles.
18. Housekeeping – Handling end to end housekeeping activity of floor & office premises.

#### **INDUSTRIAL RELATIONS & STATUTORY COMPLIANCE:**

1. EPFO: Generation of monthly PF online remittance, PF claim & Transfer forms process and submission to the Pf office, UAN updation.
2. ESIC: Generation monthly ESI remittance, generation ESI number, providing ESI card for new joiners as applicable under the ESI scheme, follow up with issuing permanent ESI Card, accident register, Maternity Register.
3. Ensuring adherence to Statutory Compliances with respect to Shop and Establishment Act & Labour Laws .
4. Factories: Renewal of factories license, half yearly & yearly returns submission to the factories inspector, Maintenance all kind of register like Adult, leave with wages, health, accident, inspection book etc.
5. Preparation and Submission of annual return of Payment of Wages, Minimum Wages, Bonus, Labour Welfare Fund.
6. Ensuring timely settlement of final dues of resigned employees.
7. Handling industrial disputes and disciplinary action as per Standing order & Legal requirements.
8. Regularly monitoring the Labour cases & coordination with lawyers.

9. Labour Law: Liaison with labour departments on CLRA agreements, Inspections, Grievances/legal issues and organization related Issue.
10. Maintaining and renewal follow-ups of all statutory licenses, certificates, Documents and legal requirements.
11. Liaison & Co-ordination with Government officials of EPFO, ESIC, LWF, PT, Fire and other authorities during their visits & inspections.
12. Attending the Inquiries of EPF, ESI 7A, 7Q, 14B cases, PT Cases.
13. Maintaining & Control of Labour Union Problems and Issues in the Factory.
14. Monitoring and maintaining Statutory record like Inspector of factories, PF, ESI, LWF, Fire office, Pollution control board & etc.
15. Monitoring and maintaining hazardous wastage disposal management system.
16. Follow-up & attending of Customer Compliance audit & Internal Statutory audit.
17. Statutory Compliances and Contract Labour Management Wages & Salary Administration and etc.
18. Liaison with Government Officials and agencies for various needs of the company and obtaining all the requisite licenses.
19. Industrial Relations – Conciliation before labor officer, Union Negotiations, Appearing in labor Cases, inspectorate of factories cases, monitoring trade union activities, intelligence gathering etc.
20. Negotiated with workers union for wage settlement and other issues.
21. Addressing all Industrial Relations issues and attending Conciliation and Court Proceedings in Labour issues and cases.

#### **HR AUDITING:**

1. Review and Integration.
2. Goals.
3. HR Policies.
4. Objectives.
5. Manpower planning.
6. Career planning and development.
7. Transfer policies.
8. Performance appraisal systems.
9. Training development functions.
10. Recruitment and selection.

#### **Employee Health and Safety & Training Programs:**

1. Conducting all Health and Safety Training Program.
2. Organizing Medical health checkup programs at frequent intervals.
3. Arranging Firefighting provisions & Providing Fire Fighting Training Programs, Emergency preparedness plan along with Emergency Response Team Fire mock drills.
4. Arranging & Providing First Aid Awareness Training & chemical training Program,
5. Providing Evacuation plan awareness & Health and Safety Training Program.
6. PPE's monitoring, Awareness & Training Program, Maintaining records.

#### **GRIEVANCE HANDLING:**

1. Assisted in Grievance Redressed and Disciplinary Proceedings, Related to Payroll, Increment, overtime and others Labour Problems.
2. Address employee grievances related to on boarding, training, or recruitment processes effectively and promptly.

**EXIT INTERVIEWS:**

1. Conducting Exit Interviews.
2. Analysis of exit interview forms for highlighting people concerns and suggestions to the Management for initiating necessary action.

**EXIT PROCESS:**

1. Collecting all the company belonging from the Employee provided from the Company.
2. Clearance Form, Experience and Relieving Letter.
3. Employee's Full & Final Settlement.

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**DECLARATION:**

I certify that the above statements made by me are true, complete and correct to the best of my knowledge. I hereby declare that above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

**Date:**

**Place:**

**(MADHU N)**

**Signature**