

## **A.Magesh**

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**Seeking assignments in Human Resource/ Travel Immigration and General Administration with an organisation of repute.**

### **Overview**

**Human Resource, Travel  
Immigration and General  
Administration**

**Operations  
Process Enhancement  
Meeting customer expectation  
Transformation**

**Result Oriented Professional** with over 19 years of experience in HR, Finance, Administration, Procurement, Travel and Immigration.

- ⇒ Strategic planner with proficiency in streamlining business processes and defining continuous improvement initiatives.
- ⇒ Expertise in mapping business requirements, developing and implementing processes and meeting the client expectations through end to end management stabilization with continuous focus on the Voice of Customer.
- ⇒ Skilled in implementing quality standards for various operational areas; transforming processes & procedures to reduce wastage & enabling innovations in service delivery resulting in enhanced customer experience.

### **Core Competencies**

#### **Operations Management**

- ⇒ Directing the procurement & helpdesk operations for sourcing support & vendor management, requisition to fulfilment & MIS functions, identifying improvement areas and implementing compliance measures to maximise customer satisfaction & consistent adherence to SLAs
- ⇒ Being an escalation point for clients for resolving their issues and concerns.
- ⇒ Interfacing with cross functional departments for helping frame strategy for various services.
- ⇒ Facilitating the purchase of specified products and services.
- ⇒ Identifying and developing potential Suppliers for achieving cost optimisation; assessing performance of Suppliers based on their competitiveness.

#### **SLA Management**

- ⇒ Defining & ensuring compliance to quality standards for various operational areas; enabling operational efficiency & continuous process improvement.
- ⇒ Conducting root-cause analysis and taking preventive measures to avoid repeated escalations.

### **Employment Recital**

**Capgemini India Pvt Ltd**

**2011 - Present**

#### **HR Employee Services (HR Operation) (Lead)**

- ⇒ Possess an exposure in on boarding at all levels.
- ⇒ Briefing the employees about the policies and procedures of the organization.
- ⇒ Collecting the set of documents and maintaining a record.
- ⇒ Preparing the summary reports for the particular day of on-boarding.
- ⇒ Generating employee Id's and email id.
- ⇒ Co-coordinating and assisting them with the banking formalities for employee's salary account.

- Initiating employees in filing their EPF forms.
  - Offer Management, quality check on all the new joiners, interview feeds and document verifications.
  - Background verification checking employee education police criminal, court, Database Etc.
  - Joining formalities C Hire link, background verification forms collecting document ensured offer letters are signed.
  - Exit formalities for subcontractors (check for no dues from various departments)-After going through the various check points the access card is collected and the exit form sent to the vendor for full and final settlement and other formalities.
  - Accommodation Booking for the new joiners – this is done in the company guest house or hotel depending on the availability.
  - Reports -maintaining weekly and monthly reports for all the above responsibilities.
  - Relocation claims (includes notice period, Travel, Hotel and transportation of house hold goods claims are processed for new joiners.
  - Labour compliance maintaining various forms and registers like employment register forms wages slips from ESI remittance etc.
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### **Position – Travel Operation - Global International Assignments (Lead)**

- Managing immigration services for employees travelling worldwide.
  - Managing a team of 10 members to fulfil and execute immigration process for Bangalore.
  - Generating and publishing BEP MIS report and sharing the same with the consulate.
  - Managing end to end process of immigration routeing for different countries like US, UK, APACK and EMEA.
  - Managing monthly meeting with the consulate to review various issues related to employee travel.
  - Reviewing the invoices billed by the travel agents and providing final clearance from mobility perspective.
  - Maintaining Quality Audit status and sending reports to the auditors (E&Y).
  - Quality Audit on H1B, L1A, L1B & B1 sending reports to the Quality Team.
  - Ensure compliance in the operations through verification of the documents and facilitate validation of profiles based on the role eligibility.
  - Manage/Direct day to day work flow with respect to processing and closure of onsite transfer requests of employees at organizational level.
  - Coordinating with the various consulate for scheduling appointments and documentation as per the requirement.
  - Training conducted for the employees/ travellers to educate them on the policies and process of visa.
  - Conducting mock interview for visa interviews specific to B1, L1 and H1.
  - Reviewing and approving kit allowance for the first time travellers.
  - Reviewing the credit report and approving the exit Clearance from the travel prospective during the employee final settlement.
  - Managing the all India help desk quires and point of escalation for issues related to immigration.
  - Approving air cost for business class who are not eligible, Coordination with the travel desk for Hotel Reservation and Air Ticketing.
  - Personal interaction with Travellers and Travel Coordinators of Corporate Accounts.
  - Interaction with Airlines regarding Reservations / Ticketing / Itinerary / Fares / Confirmations.
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### **Position – IFM Aggregator - (Lead)**

- Handling Housekeeping services and security control for entire company, preparing day to day roster and schedules for the staffs.
- Handling conducting fire drill training for employees for every 3 months.
- Handling and attending court hearing (such as a hearing officer or court commissioner).
- Handling issuing ID card for new joiners.
- Handling the all India help desk quires and point of escalation for issues related to Admin and Maintenances.
- Handling vendor payment initiating SAP request to the finance to realise the payment on time.
- Following up with the ticket Initiated by the employee, releasing the purchase order (PO), Work Order (WO) and Service Level Agreements (SLA) contracts for the employees on time.
- Creating goods receipts and quantity confirmation.
- Approving Inter Transfer Clearances and exit Clearance.
- Initiating vendor payments, following with the finance for the vendor payment.
- Handling cafeteria area food court, Royal caterings, pizza hut, KFC, McDonald's, Subway, Kati roll, Juice plus in company premises for employees benefits.

- Handling food menu monthly templates and Surprise quantity check in the Kitchen.
- Handling delicious food, ordering food from 5 star hotels for company visitors, events, meetings and conferences that makes my job so enjoyable.
- Handling of Scrap Metal Any old, waste or discarded metal or metallic material to the tradesmen by obtaining best rates.
- Handling credit payments from the vendor and submitting the cheque to the finance.
- Handling Mail Room, incharge of international courier, Domestic courier through DHL, register post and resister AD by postal services.
- Handling MIS report for the vendors & preparing monthly budget.
- Handling company transportation for company executives, employees and for company visitors, scrutinizing the bills and process the vendor payment, preparing of route maps to the employees publishing the information in our CG web site, negotiate best rates for different cars as per kilometers used.
- Handling guesthouse accommodation for the employees travelling different part of locations, Accommodation Booking for the new joiners – this is done in the company guest house or hotel depending on the availability.
- Handling hotel accommodation for the company executives for their official travel.
- Handling EPABX, which includes connecting International call for employees, con-call, activating residence telephone connection and tracking monthly MIS reports on the telephone line usage.
- Handling Liaison with BSNL for working on telephone lines for upkeep EPBX and new connection and cancellation.
- Handling Approving air cost for business class who are not eligible, Coordination with the travel desk for Hotel Reservation and Air Ticketing.
- Handling Personal interaction with Travellers and Travel Coordinators of Corporate Accounts.
- Handling Interaction with Airlines regarding Reservations / Ticketing / Itinerary / Fares / Confirmations.
- Handling Labour compliance maintaining various forms and registers like employment register forms wages slips from ESI remittance etc.

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#### **Hewlett- Packard Global Soft India Limited      2007 - 2008**

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##### **Position -- Business Analyst**

##### **Accountabilities - MIS Reports for TSG operations**

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- Identifying, collation and validating customer data and generating MIS reports.
- Generating and managing of business and financial reports (Analysis) of USD 56 Billion-customer services portfolio.
- Reporting to business unit requirement of both internal and external entities for data, analytical and quantitative support.
- Publishing monthly reports and quarterly reports on Customer self repair (CSR).
- Publishing monthly reports and quarterly reports AP balance score card.

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#### **Hewlett-Packard Global soft India Limited      2002 – 2006**

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##### **Position -- Finance Analyst**

- Managing A/R operation, which includes, generating of Purchase orders, Work orders, Renewal of Annual Maintenance Contract (AMC) and Service Level Agreements (SLA).
- Negotiating and managing supplier relationship for procuring various products and services.
- Working with the finance team on supplier outstanding and expediting the payment process.
- Managing various activates in ERP Package (Enterprises Reports Planning) and managing the MIS reports on the same.

##### **Domestic Travel Settlement (DTR)**

- Auditing and accounting domestic travel settlement and closing the trip request of the employees. (DTR).
- Tracking the domestic travel advance to ensure accuracy.
- Timely management of advances settlements by the employees and release fresh advance based on early clearance. Issuing additional advances to employees.
- Ensure domestic travel audits is done effectively in order to comply with internal control.
- Audits are conducted to ensure personnel travel is not included in the official claims.
- Billing the external customer for the travel claims incurred by the employees for travelling on project.
- Tracking of self paid expenses by the employee and ensuring the personnel expense charges are refunded through the accounts payables team and meeting the TAT(Turn Around Time).
- MIS report on the travel claims on month, Quarterly and annual bases.

##### **Foreign Travel Settlement (FTR)**

- Managing control account (FTS) statements.

- Managing the FTR process by issuing FTS forms to the employees travelling overseas and collecting their Air tickets
- Managing employee final settlement
- Supporting the external auditors during the corporate audit in the year end
- Handling cash as back-up.

#### **American Express Corporate Card**

- Expediting the issuance of corporate cards to the employee within 5 working days.
- Managing the Amex payment process
- Reviewing and uploading additional currency to the employee a/c based on management approval.
- Follow up with the employees and first line managers on the Amex outstanding and ensuring timely payment to Amex thereby controlling the deactivation of Amex card.
- Co ordinate with UK branch, Australia branch and US branch for Amex transactions by obtaining Amex bills, following-up for approvals, processing it for dollar remittance within seven working days on the receipt of complete approval.
- Coordinating with American express on monthly billing cycle receipts and other MIS reports.
- Reviewing/Auditing the Amex cards transaction by verifying manager's approvals validation of personal & official expenses, subsequently taking action on the payment.
- Negotiating with Amex to waive off the LPC charges (late payment charges) for those employees who have a valid reason for delayed payments.
- Delinquency management there by enabling early payment to Amex and reducing the outstanding.
- Coordinating with Amex to cancel the Amex card for employees who resign from company.

#### **Revenue Receivables Management**

- Generating invoices which includes offshore invoice and onsite invoices monthly.
- Submitting invoices to non HP clients every month, tracking on payments receivables, passing entries in SAP systems.
- Submitting offshore invoices to STPI for approval, retaining the original approved copies for audit purpose and maintaining all STP invoices for RBI realisation certificates for breakup and reference.
- Managing MIS reports on receivables for month end closing and yearly closing.

#### **TDS**

- Managing TDS Certificates on quarterly bases and managing the process of Verifying authorized signatures is done in TDS Certificates, sorting the TDS Certificates by categories as professionals, Contract, Rent, Brokerages, and Foreign on Quarterly basis,
- Issuing of duplicate TDS certificates, in instance of loss or misplaces TDS certificates by vendor/clients after obtaining Indemnity bond.
- Filing of annual return TDS circle yearly.

#### **Accommodation Management**

- Processing of housing loan based on the employee eligibility / rental advance for employees.
- Verifying the rental document, rental agreements, demand promissory note loan undertaking forms along with manager approval.

#### **Relocation Expenses Claims**

- Processing of relocation Expenses claims after verifying necessary documents such as tickets, hotel bills, original cash receipt, copy of insurance, quotation and manager approval.
- Uploading the request for the payment in SAP system and coordinate with accounts payables for payment process.

#### **Data/Record Management**

- Ensure all data are stacked year wise, activity wise (Payment vouchers, payroll Documents, foreign travel vouchers, sales tax documents and Legal documents etc.
- Maintains all Accounting records for all the branches Bangalore, Pune, Mumbai, Baroda, and Calcutta in the record room.
- To coordinate with the binder, in binding all the accounting documents.
- Maintain log register in the system (java) based software with regard to the record room, follow up to return the documents after necessary work is carried out.
- Manage the relationship with supplier ( PN Writers) who manages the records room.

**Digital Equipment (India) Ltd., 1996 – 2002 later changed to Compaq India Pvt Ltd (Digital Equipment (India) Ltd.,**

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**Position- Senior Admin Executive**

- Managing Housekeeping services and Security control.
- Managing cafeteria, mail desk and front office.
- Follow-up to get the receivables on time from customer like (Titan, BHEL, Widia, ABB, Volvo etc..) on a
- Managing business relationship with different suppliers like KPTCL officials, telegraph offices, postal, transport, courier and stationery suppliers for Admin related matters.
- Handling EPABX, which includes connecting International call for employees, con-call, activating residence telephone connection and tracking monthly MIS reports on the telephone line usage.
- Liaison with BSNL for working on telephone lines for upkeep EPBX and new connection.
- Managing transportation for company executives, employees and for company visitors.
- Managing hotel accommodation for the company executives for there official travel.
- Managing guesthouse accommodation for the employees travelling different part of locations.

### **Notable Credits and Significant Achievements**

- Substantial saving achieved in managing Amex corporate card delinquency and late payment fees waiver.
- Excellent work done in compiling TDS Information.
- Reducing huge cost on transportation.
- Recognition received from various business units and management for showing dedication towards client satisfaction.
- Project Star Award Q 2011in CG.
- Received a Certificate of completion (Business Travel Safety: Safety Measure for Travelers) Cash Award Q 2012.
- Curtain Raiser 2015 (Power Packed Performance) Cash Award.

### **Scholastics**

- Bachelor of Art (B.A) R.G. College of Arts & Commerce, Bangalore, India
- Computer Skills: ADSE, Aptech Computer Education, Bangalore, India
- Diploma in Refergation & Air conduction.
- Junior (English) 60 wpm

### **Personal Vitae**

Date of Birth	12 <sup>th</sup> September, 1977.
Permanent Address	#1/1 4 <sup>th</sup> Main Road Chinnappa garden Bangalore-560046, Karnataka, India.
Passport Number	H1180691
Nationality	Indian
Marital Status	Married
Languages Known	English, Kannada, Hindi, Tamil
Visa status	Visit visa, visa expire on January 24, 2016