



Avishek Kumar Dey

HR GENERALIST

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+91-7980108003 



ABOUT ME

Results-driven HR professional with a Bachelor of Business Administration, excelling in end-to-end HR operations, employee relations, performance management, and benefits administration, including payroll. Proven expertise in implementing HR policies, ensuring regulatory compliance, and providing management guidance. Led a dedicated team adhering to SOPs for flawless execution. Extensive experience supporting North American Amazon employees. Eager to leverage skills in talent acquisition, demonstrating a strong belief in excelling in recruitment given the opportunity. Committed to driving organizational success through strategic HR practices.

SKILLS

- HRIS Systems
- Payroll and Timekeeping
- Query Management
- Familiar with HR analytics tools
- Kronos - MyTime - PeoplePortal

EXPERTIZE

- Employee Relations
- Trouble Ticketing
- Timecard Management
- Leave Administration
- Payroll Inquiry Resolution
- Troubleshooting
- Documentation
- Communication
- Process Adherence
- Problem-solving
- Compliance Handling
- Grievance Management
- Customer Service


WORK EXPERIENCE


Amazon Development Centre India Pvt. Ltd. 01/2022 - 01/2024
ERC Senior Associate (HR Operations)

- HR Generalist with a focus on providing comprehensive support to Poland On-Site HR's.
- Expertise in managing and resolving employee queries using Panorama/Trouble Ticketing tools.
- Possess a nuanced understanding of diverse queries related to policies and programs, including benefits, attendance, and payroll deductions.
- One year of prior experience supporting North American employees, enhancing familiarity with a wide range of HR-related issues.
- Specialized in handling Timecard management, leave requests, payroll inquiries, and attendance concerns for Poland employees.
- Proficient in receiving and logging queries via phone and email, ensuring accurate documentation.
- Dedicated to adhering to defined processes and maintaining high-quality standards in HR support.
- Demonstrated commitment to efficiently resolving each ticket or case, contributing to the seamless functioning of HR processes.
- Focus on supporting the overall well-being of Poland employees through effective HR management.
- A pivotal role in ensuring the smooth operation of HR processes and enhancing employee satisfaction.

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EDUCATION

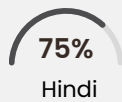
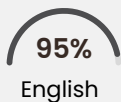
BACHELOR IN BUSINESS ADMINISTRATION

Future Institute of Engineering
and Management (2015-2018)

HIGHER SECONDARY

Jadavpur Vidyapith (2013-2015)

LANGUAGES



INTERESTS



Wipro

Associate- Production Specialist (DOP)

11/2021 - 01/2022

- Answer incoming help requests from clients via telephone in a courteous manner
- Greet clients properly, establish rapport, and conduct appropriate fact-finding
- Provide accurate and complete information to clients
- Display professionalism and resolve inquiries while meeting all commitments
- Identify red flags and escalate serious client issues as needed
- Ensure all product information and disclosures are communicated to clients before and after call requests
- Demonstrate excellent customer service skills to enhance the client experience

BYJU'S


Business Development Trainee, Sales


8/2021 - 9/2021

- Successfully sold BYJU's educational services to potential customers through effective phone communication.
- Achieved outstanding results by securing 2 premium subscriptions totaling 42 Thousand rupees within a 15-day period.
- Demonstrated exceptional sales aptitude in a competitive team environment, standing out as one of the top 2 performers among 15 team members.
- Established rapport with parents and students, effectively counseling them on the unique benefits of BYJU's learning methodology.
- Proactively initiated and arranged meetings with potential customers, showcasing strong organizational and follow-up skills.
- Utilized excellent interpersonal skills to communicate the value proposition of BYJU's offerings, resulting in successful conversions to premium subscriptions.
- Contributed to the growth of BYJU's customer base by playing a key role in driving sales and promoting the company's educational services.
- Showcased a high level of dedication, initiative, and commitment in achieving sales targets and enhancing the overall success of the team.

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Bartaman Private Limited
Executive - Scheduling

1/2020 - 7/2021

- **Page-Making Expertise:** Proficient in Adobe InDesign, responsible for the layout and design of newspaper pages.
- **Client Communication:** Constantly liaised with clients to determine optimal ad positions, demonstrating strong communication skills.
- **Revenue Impact:** Played a critical role in the primary revenue source of the newspaper, ensuring timely and accurate ad placements.
- **Time Management:** Worked beyond office hours regularly to meet daily targets and tight deadlines.
- **Detail-Oriented:** Meticulously ensured accuracy in ad placements, demonstrating a keen attention to detail.
- **Team Collaboration:** Collaborated effectively with team members in the Scheduling department to achieve common objectives.
- **Problem-Solving:** Addressed challenges promptly to ensure seamless ad placement and maintain client satisfaction.
- **Revenue Maximization:** Implemented strategies to enhance the effectiveness of ad placements, contributing to increased revenue.
- **Proactive Approach:** Anticipated and resolved issues before they impacted deadlines or client relationships.
- **Multitasking:** Successfully managed multiple tasks simultaneously, maintaining efficiency in a fast-paced environment.

Microdata ComputerServices Private Limited
Office Executive

11/2019 - 12/2019

- **Email Customer Support:** Respond to customer inquiries promptly and professionally via email.
- **Vendor Management:** Cold call vendors, negotiate pricing and terms, and maintain positive relationships with suppliers.
- **Purchase Order Processing:** Proficient in preparing and issuing purchase orders with a focus on accuracy and efficiency.
- **Data Analysis and Reporting:** Excel in utilizing Microsoft Excel for data analysis and reporting purposes.
- **Market Visits:** Conduct regular market visits to stay updated on industry trends and monitor competitors.
- **Client Relationship Building:** Experienced in client visits, building strong rapport with clients, and understanding their requirements.