# Mahendra Hiraman Shewale

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Applied Post: HR/Admin Assistance

 **Career Objective:** To secure a responsible and challenging position with an organization that offers commendable opportunity.

 **Career Summary:** Having total 16 years of experience in different fields like HR and Admin Assistance, BPO, Change management and PMO.A customer oriented, multitask professional with excellent analytical and logical skills. Having Knowledge of Manual software Testing.Self directed individual with good interpersonal skills.

#  Work Experience:

Nirvaa Solution Pvt Ltd, Pune Apr 2019-Present

 **HR and Admin Assistance**

**Having 5 years of experience in HR and Admin Assistance**

Responsibilities:

Provide Administrative support to HR department by screening, testing and interviewing applicant.

Maintained the integrity and confidentiality of HR files and records.

Coordinating the onboarding process including paperwork, orientation and office setup.

Involve Background verification process of new employee

Coordinating the off boarding process for exit employees, including assets handover.

Involve preparing Insurance cards.

Support recruitment processes

Support payroll process

Acting as a point of contact for employee inquiries, concerns

Adhere to Anti-Discrimination and Equal Opportunity policy

Provide administrative support to other members of the team as required

Be an active team player in arrangement of various employee engagement & training activities.

Update and maintain office policies and procedures

Maintain contact lists

Manage office supplies and maintain office equipment

Maintain a filing system, database and other record in an organized and efficient manner.

Ability to prioritize tasks and work under pressure.

Provide general support to visitors

Act as the point of contact for internal and external clients

Manage Travel and expense report

Plan meetings and take detailed minutes

Organize and schedule appointments

Handle incoming and outgoing calls, emails

Prepare and maintain confidential documents and records

**Infosys, Pune May 2008 to Feb 2019**

 **Sr. Process Executive**

**Project#1 DO More May 2017 to Feb 2019**

Responsibilities:

* Prepare consultant list for every month.
* Arrange Security Session for new employee.
* Play role of space Manager.
* Take BGV to follow up new resources.
* Allocate security Token to new resource.
* Consolidate invoices from Unit Anchor and share with Client.

**Project#2 Macquarie Bank-SDM Team Jun 2013 to May 2017**

 Responsibilities:

* Played role of SDM
* Attended CAB calls and provide key information on critical changes.
* Follow up CRQ.
* Implement bridge call.
* Manage entire Change lifecycle by maintaining change request in Remedy and follow-up through various stages with regards to schedules track and report status etc. Follow up change tasks to closure, Status reporting.
* Resolving conflicts within the project team.
* Co – ordinate with the different teams to get the client expected results.

**Project #3 TRC May 2008 to Jun 2013**

 Responsibilities:

* Daily performance management & sharing the internal reports with the team.
* Floor Walking and providing a helping hand to the team members as in when required.
* Cascading the process updates & taking the briefings as in when required for team.

#  Training and Certifications:

* ITIL V3 Foundation Course Certification
* Quality Transaction Monitoring
* Disaster Recovery Representative
* Telecom Domain Certification

#  Technical Skills

* Operating Systems : MS Windows (XP, 7, 8 &10)
* Databases : Oracle, SQL
* Application Software : Outlook 2010/013, Office 2010/2013
* ITSM Tools : RMC Remedy Mid-Tier 8.0, ATT GPS Worldwide.
* Knowledge of Manual software testing

# Educational Details

* Bachelor of Computer Sci from Pune University in the year 2004.

#  Key Achievements

* Achieved Extra-Miller award for improvement in overall productivity and quality and achieved Star Incentive Award.
* T100 domain certification completed.
* Received Team Extra Miller Award for the engagement.
* Won Star award as best performer in team.

#  Personal Details

Address : B-701, Aarambh Soc, Dudulgaon, Pune-412105

Date of Birth : 30th Aug 1981

Sex : Male

Nationality : Indian

Passport No : B9425334

Languages Known : English, Hind and Marathi

Marital Status : Married

 Hobbies : Listening Songs

#  Declaration

I hereby declare that the information mentioned above is true to the best of my Knowledge.

**Date:** 13/04/2024 Yours sincerely,

**Place:** Pune Mahendra H. Shewale