

LUCAS JOSEPH

Manager HR Operation & Account Delivery

CONTACT

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EDUCATION QUALIFICATION

- Received **Bachelor degree of Science** from **Bangalore University** in the year **2004**

PROFESSIONAL CERTIFICATION

- Certified **Six Sigma Green belt**
- Effective Team Management** (HP Internal certification)
- PMP** – Trained

APPLICATIONS FAMILIAR WITH

- Workday & Oracle (HR Data Management)
- ServiceNow (Process and Work Flow for Query management)
- Taleo (recruitment)
- MS Office applications

PROFESSIONAL SUMMARY

Currently managing Global HR Ops Team for IHG client, we manage employees' records during the Hire

to Retire life cycle of employees in the Organization.

PROFESSIONAL EXPERIENCE

DXC Technology, Chennai (April 2019 - Till date)

Designation: Associate Manager HR Ops and ADM, BPS

Responsibilities:

- Managing day today operational activities (Back office and Call support).
- SLA and process documentation (eg. SOP, SOW).
- HR Process - Analyze, Identify and Execute Process improvement opportunities to enhance customer experience and create efficiency in the team.
- HR Projects - Drive individual projects or collaborate with customer to provide the required support on the initiatives taken by the client.
- HR tool implementation.
- Ensure monthly cost is within the budget and AOP is met.
- Client & Stakeholder engagement.

Engaging with business process owners (internal and external) to initiate and execute HR projects and improvement opportunities at regional and global level that result in...

- Improved Customer Experience
- Process accuracy
- Efficiency gain
- Cost savings
- HR Analytics & Reporting.
- Implementation of HR Tools and Systems.
- Successful process transition for new client by providing the right level of support to execute.
- process due diligence on Process maps, SOPs, SOWs (includes SLA and escalation matrix), other process documentations.
- Training activities for team members.

Hewlett Packard, Chennai (May 2011 - 2014)

Designation: Global HR Process Improvement Lead

Responsibilities:

- Process improvement projects to improve overall CSAT in Contact HR and HR Reporting (at HP).
- Transition and Transformation support for Workday and Oracle Tool implementation for Intercontinental Hotels Group.
- Preparation of Process documentations.
- Managed PTP tool (iDMS) implementation for MCBC, McCain, Clorox, Cushman & Wakefield and Sulzer.

PREVIOUS EXPERIENCE

Hewlett Packard Enterprise, Chennai (April 2014 - March 2019)

Designation: HR/P2P Transition and Transformation Lead, BPS

Honeywell International, Bangalore (Oct 2006 - Apr 2011)

Designation: Team Manager - Global HR Operations

Infosys BPO, Bangalore (Nov 2004 - Oct 2006)

Designation: HR Process Analyst

HIGHLIGHTS AND SKILLS

Key Roles played

- 3.5 years as Ops process improvement lead at HP
- 4 years as Transition and Transformation lead at HPE
- 3.5 years as Associate Manager HR operations at DXC for IHG client
- 1.5 years as Account Delivery Manager at DXC for IHG client
- 18+ years of work experience in HR Global Services in the BPO industry (HR operations and Projects)
- Six Sigma Green Belt Certified – 2008 (DMAIC methodology)
- Team managing: Managed team of Leads, sr. Process Analysts, HR Coordinators who manage the daily HR Operational activities and handling customer escalations in the process of Hire to Retire lifecycle of employees.

DECLARATION

I hereby declare that the above-mentioned information is true to the best of my knowledge and belief