



# LUCAS JOSEPH

MANAGER HR OPERATION & ACCOUNT DELIVERY

+91-9962778933

lucasje755@gmail.com

34, Church Street, Ayandur Post,  
Kandachipuram Taluk Villupuram,  
Tamil Nadu, India (605755)



## PROFILE 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.

## 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



## 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