

MARY HEMALATHA R

| HR OPERATIONS | CATALOG SPECIALIST |
| ECOMMERCE | OPERATIONS MANAGEMENT |

Contact

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KEY SKILLS

- HR Operations
- Workday
- Catalog
- Employee Life Cycle
- HRIS
- People Experience
- Shared Services
- Ecommerce
- Employee Data
- Talent Acquisition
- Onboarding
- HR Transformation
- Product Listing
- Analytics
- Attendance & Time/Leave
- Program Management
- Digital Marketing
- Project Coordination
- Operations Management

TECHNICAL SKILLS

Oracle SQL, C, C++, Visual
Basic, DBMS

Strategic & Results-driven HR Operations and E-commerce professional. Handled HR Shared Services, Talent Acquisition, Employee Life Cycle Management and Employee Data (Workday, Kronos, ServiceNow). Expertise in Catalog Management, Product Data Analysis, Operations Management and Process Improvement.

PROFESSIONAL EXPERIENCE

Amazon

8/2024 - Present

HR Operations Specialist

Assist employees on Time & Attendance issues through Case management.
Work on trouble ticket queue and provide resolution of inquiries.
Provide information to employees on attendance policies and point system.
Handle timekeeping using CTK, MyTime and TimeHub.
Perform timely, accurate & reliable data entry for timecard corrections and adjustments.
Provide centralized functions for buildings across the network.
Understand employee groups, and applicable state and federal laws as necessary.

Amazon

5/2016 - 1/2017

Catalog Specialist

Compare product features & specifications to provide analysis on data obtained, aligning with pre-defined criteria for different categories.
Interpret the final matrix of compiled results for each catalog.
Send periodic reports of product list clusters in varying combinations based on requirement.
Accurately track palette & identify scope if any.
Generate Reports on findings and consolidated data, to be processed for further analysis.
Handle retail operations at a functional level identifying critical factors.
Work closely with different teams to validate optimal methods for new product inclusion.
Provide information for business improvement and business support.

ACADEMIC HISTORY

SSN School of Management

Anna University

MBA – Human Resources & Marketing

Patrician College

Madras University

Bachelor of Computer Science

PROJECTS

Brand Management

Akshaya Homes

ACCOLADES

Won Math & Creative Writing competitions.

Appreciations in a career environment for expert level proficiency in analytical, detail-oriented & precision (accuracy) skills.

Awarded Best Outgoing Student for tenure in undergraduate program.

INTERESTS

Sudoku, Sketching, Creative Writing, Blogging, Designing & Art, Analytical/Logical Brain Games

EBay – PayPal

11/2011 – 1/2012

Talent Acquisition Coordinator

Coordinate with Sourcing teams with prospects list for multiple positions across grades.

Organize the recruitment flow – initial telephone screening, shortlisting, interfacing, interview schedules (In-person, phone & panel interviews), assessment/feedback reports, offer confirmation – to the induction of new hires.

Check availability of candidates, recruiter and hiring team/manager to schedule interviews.

Block calendar, create appointments, and send invites in outlook. Set reminders, block interview rooms, and coordinate with panels. Follow up.

Track and Reschedule interviews.

Consolidate feedback & list out final selection, for skillsets based on the functional areas, account type, and teams, to be mailed to respective sourcing team/sourcer.

Raise offer approvals with the managers and release offer letter to the selected candidates.

Complete Joining Formalities, Onboarding/Post Recruitment activities.

Verify & File employee documents. Maintain HRIS Systems. Orientation of new hires.

Flextronics

3/2010 – 5/2011

HR Operations Associate (Shared Services)

US File Management – Upload (received as EFax mails & scanned hardcopies) and Maintain Online Database of Employee Files, according to work sites, based on document category.

Hardcopy Uploads: Upload files received as hardcopies and scans & send Shredding confirmation mail to HR.

Address queries/resolve issues from Employees, Managers/Supervisors & HR, through service tickets, email, chat & calls on Workday.

Provide support in navigating Workday application for initiating various HR processes/transactions.

Functions/Categories – File Requests, Password reset, Login Issues, Move Worker Transaction, Compensation Change, AD issues, Kronos (Timekeeping), Report Generation, Business Site Change error, Rescind transaction, Grade Mismatch, Business Site and Work address mismatch, Create New Organization, Payroll cases (Probusiness Login & Password reset, Direct deposit/Pay)

•Unemployment Insurance Claims Filing – File worker unemployment claims for employees, based on earnings for work week. Track claims status and clarify to employee queries.

•Global Job Matrix Update process (Organization Design) – Maintain a consolidated Global Job Matrix online, updating Job Profiles, based on information (Job Title, Job Family and Grade) generated from WorkDay & coordination with Compensation Analyst.