

Shilpa Sharma, SME

Pune, India, 7066128548, shilpa.s311990@gmail.com

LINKS

[LinkedIn](#)

PROFILE

Committed and outcome-focused External Workforce Management Associate with a demonstrated history of effectively overseeing and executing SAP Fieldglass and Success Factor initiatives. A forward-thinking troubleshooter with excellent proficiency in time management, experience in team leadership, and productive collaboration. Proficient in diverse facets of human resources encompassing talent acquisition, development, employee interactions, and administrative tasks.

EMPLOYMENT HISTORY

Jul 2022 — Present

SME SAP Fieldglass, John Deere

Pune

- Facilitated seamless operations of SAP Fieldglass and Success Factor for both John Deere's contingent and contractual workforce, optimizing operational workflows.
- Managed and executed work order revisions and assignment adjustments, meticulously ensuring adherence to a comprehensive approval workflow.
- Successfully enhanced the overall recruitment processes by effectively coordinating interview scheduling within the Fieldglass platform.
- Effectively managed vendor relationships, ensured compliance, and supervised white-collar processes, while also steering blue-collar tasks utilizing the LaborWorks platform.
- Efficiently streamlined SAP Fieldglass operations for white-collar employees, overseeing tasks such as time sheets and invoices; simultaneously directed blue-collar responsibilities within LaborWorks.
- Designed and executed training programs aimed at enhancing SAP Fieldglass proficiency, providing comprehensive guidance to employees navigating LaborWorks processes.
- Offered valuable insights through insightful reports, enabling informed decision-making for strategic workforce strategies.
- Kept abreast of developments in SAP Fieldglass, Success Factor, and industry trends; expertly managed queries through Pega for white-collar tasks and directed blue-collar responsibilities via LaborWorks.
- Implemented approval flows within the Fieldglass system, optimizing processes for smoother operations.
- Conducted regression testing for Fieldglass, ensuring the platform's continued functionality and performance.

Feb 2019 — Jul 2022

Manager (HR Operation), Quess Corp Ltd.

India Pune

- Expertly managed end-to-end SAP Fieldglass operations for a substantial contingent workforce of over 800 contractors, positioned at Vodafone (Client Site), ensuring seamless coordination and efficient execution.
- Oversaw the entire spectrum of Fieldglass activities, commencing from the creation of new IDs to resource exits and closure, demonstrating proficiency in each phase.
- Ensured meticulous Time sheet approvals, vital for the monthly salary process and finance-related aspects, contributing to streamlined payroll procedures.
- Facilitated smooth ID creation and PO approval processes, collaborating closely with diverse teams' higher management while addressing queries and approvals.
- Compiled and presented comprehensive reports on a daily, weekly, and monthly basis, contributing to auditing transparency and informed decision-making.
- Orchestrated coordination among various teams for specific tasks, including EVO ID creation and closure, managing WIAM error reports, and initiating change requests for names or official mail IDs.
- Maintained a proactive approach to obtaining timely consents, crucial for billing accuracy and compliance adherence.
- Furthermore, adeptly managed HR functions, encompassing interview coordination, induction, policy guidance, and essential notifications, fostering an effective employee experience.
- Efficiently administered asset allocation and recovery activities, ensuring optimal resource management.
- Conducted thorough end-to-end testing of new system changes, guaranteeing a smooth transition and functionality.
- Displayed a commitment to knowledge dissemination by conducting engaging training sessions for new Fieldglass users, promoting confident system navigation.

Apr 2018 — Nov 2018

Manager - HR & Admin, Interface Info Soft Solutions Pvt. Ltd.

Pune

- Led complete recruitment lifecycle, including induction, orientation, onboarding, and exit procedures, while also managing employee relations, training and development, and operational services.
- Collaborated closely with managers to identify requirements, implement new strategies, and drive employee engagement activities.

- Developed and executed HR policies, ensuring compliance and a positive workplace environment.
- Conducted regular training programs to enhance employee skills and productivity.
- Oversaw administrative functions, optimizing operational efficiency and effectiveness.
- Nurtured a cohesive and motivated workforce through strategic employee engagement initiatives.
- Analyzed HR metrics and trends to provide insights for informed decision-making.
- Managed conflict resolution and employee concerns, fostering a harmonious workplace.
- Implemented innovative HR practices to attract, retain, and develop top talent.
- Oversaw compensation and benefits administration, ensuring competitive packages for employees.

Jul 2016 — Feb 2018

HR Executive-Generalist, Prolific ITES Services Pvt. Ltd.

India Pune

- Taking charge of workforce planning, overseeing recruitment from initial interviews to collaborating with external agencies for hiring needs.
- Proactive management of employee grievances, ensuring timely resolutions.
- Providing leadership in employee lifecycle management and efficient administration.
- Conducting comprehensive induction processes, ensuring accurate payroll management, and facilitating smooth exit formalities.
- Implementing HR policies to foster a positive work environment.
- Analyzing and presenting HR metrics to drive informed decisions.

Nov 2015 — Jun 2016

HR Generalist, A.G. Poly Packs Pvt. Ltd

Delhi

- Managed end-to-end campus recruitment process, identifying top talent aligned with company values.
- Maintained accurate employee records, including personal files, salary, and attendance sheets.
- Coordinated impactful training and development initiatives, enhancing employee skill sets.
- Orchestrated engaging recreation activities to foster team cohesion and motivation.
- Efficiently managed employee leave records, ensuring operational continuity.
- Skillfully addressed employee grievances, promoting a harmonious work environment.

Nov 2014 — Apr 2015

Public Relations Specialist, Global Advertiser

Mumbai

- Liaising with department heads to ensure seamless coordination for logistics, vendor management, and staff supplies.
- Overseeing and orchestrating various company events to perfection. Actively participating in event planning, including on-site visits to event venues and site locations for public relations endeavors.
- Collaborating closely to facilitate the creation of written content and engaging presentations tailored for each event. As part of comprehensive event management, responsibilities also encompass strategic event conceptualization,
- budgeting, vendor selection, attendee engagement strategies, and post-event analysis to continually enhance future events and their impact on the company's objectives.

INTERNSHIPS

Jun 2013 — Jul 2013

Intern, Service Master Clean Ltd.

Bengaluru

- Conducted an in-depth analysis of the organization's Performance Management Process, identifying opportunities for enhancement.
- Collaborated with cross-functional teams, collecting data through interviews and surveys to gain insights into employee perceptions and needs.
- Presented innovative recommendations to refine the Performance Management Process, aligning it more effectively with organizational objectives.
- Investigated and addressed grievances from HR, payroll administration, and performance appraisal systems, proposing actionable solutions.
- Created a comprehensive thesis that synthesized research findings, showcasing the ability to bridge academic knowledge with practical application.

EDUCATION

May 2012 — Apr 2014

PGDM(Buisness Administartion), MITCON

Pune

May 2008 — May 2011

HAL College of Science and Commerce, BCA

Nashik

Apr 2007 — Apr 2008

12 (Commerce), Kendriya Vidyalaya 1

Jāmnagar

Apr 2005 — Mar 2006

10, Kendriya Vidyalaya 2

Jodhpur

SKILLS	Stakeholder Management	Experienced	Effective Communication	Experienced
	Change Requests	Experienced	Change Management Skill	Experienced
	SAP Fieldglass	Experienced	Collaboration Excellence	Experienced
	Strategic Integration	Experienced	Problem-Solving Acumen	Experienced
	Data-Driven Insights	Experienced	Training and User Proficiency	Experienced
	Vendor Management Proficiency	Experienced	Adaptive Approach	Experienced
	Compliance and Risk Management	Experienced	Resourceful Time Management	Experienced

COURSES

Jan 2023 — Jan 2023	SAP Fieldglass, SAP
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HOBBIES

Reading
Writing
Music
Doodling and learning any new art form or creative work.