



SAMEER LAMA

E-Mail: slama@rediffmail.com ~ **Mobile (Bahrain) :** + 973 33869536

SUMMARY

Green Belt, Yellow Belt (Six Sigma) certified with over 14 years of experience in the areas of HR Operations Management, Process Management, Client Servicing, HR Transformation, Quality and Team Management. Managed various HR function as an HR Generalist.

Experience in HR Shared Services with expertise in UK, US and GCC countries Payroll, WFA, Contact centre, Equity Administration, ESPP, Employee Life Cycle, On-boarding, Separation (Exit), Background Verification, Performance Management. Creating process efficiency by driving projects on process improvement and automation. Proficient in supervising team for running successful process operations & experience of developing procedures, service standards for business excellence. Proven skills in managing teams to work in sync with the corporate set parameters & motivating them for achieving business and individual goals, while working with global stakeholders. Solutions-driven, customer centric professional with significant experience in handling all aspects of service functions. Travelled to US, UK, Jordan and GCC countries multiple times for knowledge transfer program. Possess excellent interpersonal, communication & organisational skills with team management & customer relationship management skills.

WORK EXPERIENCE

Since Feb'2020 – Present Al Sayh, Bahrain

Responsible for managing group of business on their day to day operations. Handling visa processing, payroll, employee life cycle and letter generation.

Since Feb'18 – 3rd June 2019 Aramex, Mumbai

Setting up Global HR Shared Service for GCC Countries. Transitioned various HR Processes (Payroll & Benefits, On-boarding and Separation) from Dubai to India. Responsible for delivery of services for Dubai, Abu Dhabi, Kuwait, Doha and Bahrain operating out of India HR Shared Services. Also responsible for adding more countries and processes under the HRSS umbrella. Managing various HR Projects to improve process efficiency and reporting daily, weekly and monthly metrics with the stakeholders.

Apart from managing day to day HR operational activities also responsible for implementation of new tools and managing projects on process improvement. Have suggested and implemented process changes to improve process efficiencies. Have been a part of various green belt projects to identify "pain areas" and find solutions. Have also lead "Quality Circle" in the organization, a team who would influence projects for improving the processes by challenging the status quo.

Since April'15 – March '17**TE Connectivity, Bangalore**

Worked on a Global HR Shared Service model, managing different processes for TE Globally. US Payroll, Learning Management System, Performance management and India HR Processes. Apart from managing these processes also working as an individual contributor taking care of Equity and ESPP (Employee Stock Purchase Program) for TE's Global employees.

KEY RESULT AND FOCUS AREAS:**Operations Management:**

- ☑ Handling US Payroll, Global Compensation/Performance administration team and Global Learning Team. Managing India HR team on Background Verification, on boarding, leave management, various transactional activities to support HRBP's across India.
- ☑ As an Individual contributor handling Equity and ESPP for Global employees.
- ☑ Monthly calls with global stakeholders on metrics around people and process.

Process Management:

- ☑ Designing and Implementing SLA and KPI's with global stakeholders. Enabling team to work on SOP's and FAQ's. Creating templates and processes.
- ☑ Working with team on various Kaizen / Process Improvement events for continuous improvement.
- ☑ Trained team on Lean and Six Sigma methodologies.

Team Management:

- ☑ Conducting daily team huddles with teams to share updates, issues to mitigate any process gaps.
- ☑ Conducting monthly one on one with team members to share their performance results and enabling the team to work for a common goal.

Since Nov'04 – April '15 Aon Hewitt, Navi Mumbai

Spent most of my time in Aon Hewitt. Got promoted from team member to team leader to operations manager. Managed various HR processes for multiple clients.

KEY RESULT AND FOCUS AREAS:**Operations Management:**

- ☑ Handling UK and US Payroll and Global Compensation/Performance administration team and US Learning Team.
- ☑ Preparing & presenting various weekly/monthly MIS reports pertaining to process and productivity.
- ☑ Setting up targets, setting and maintaining CTQ (Critical to Quality) / CTP (Critical to Process) targets.

Process Management:

- ☑ Mapping business requirements and coordinating in developing processes in line with the pre-set guidelines.
- ☑ Building process efficiencies; ensuring uniformity in the process understanding at the client's and the organization's end.
- ☑ Establishing innovative systems and procedures for handling of data, reports and continuously improvise on them.

Customer Relationship Management:

- ☑ Mapping client's requirements, identifying improvement areas & implementing measures to maximize customer satisfaction levels.
- ☑ Ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels.
- ☑ Reviewing Account's performance against contractual metrics (like Service Levels, Handle Times, Quality Scores, CSAT Scores, etc).
- ☑ Setting out quality standards for various operational areas, ensuring a high-quality customer experience while adhering to the SLA's and work processes.

ACHIEVEMENTS

- Excellence Award: For achieving excellence and demonstrating exemplary contribution towards successful achievement of business goals
- Quality Ambassador of the year: Awarded for driving process improvement across domain. Driving Lean and Six sigma trainings across domain.
- Business Impact Award: Presented for generating hard savings worth 1.5 FTE (Absorption of additional work with the same FTE's.
- Endeavour Award: For presenting initiatives and working out of the box whilst ensuring smooth running of the process. Have contributed to initiatives leading to process improvements. Six such process improvements have been awarded with Quest awards.
- Yellow Belt (six sigma) certified: Completed a Yellow belt project resulting in reduction of non-value adding components in the process thus leading to lower AHT.
- Green Belt Participation certified: Completed 3 Green Belt project as a participant that won multiple accolades.
- Direct Client Appreciation: Have bagged multiple appreciations for quality and timely work from the clientele.

SCHOLASTICS

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- 1996 Bachelor of Com from St. Joseph's College, Darjeeling. North Bengal University.
 - SAP HR050 from SAP Training Institute Chicago, USA
 - People Soft (v8.0)
 - US Payroll

TRAININGS ATTENDED

**Green Belt Training, Yellow Belt (Six Sigma) Training
Building Manager Effectiveness
Management Development Program
Multiple Competency Enhancement Programs**

PERSONAL VITAE

Date of Birth : 30th March 1975
 Marital Status. : Married
 Address : Villa No. 36, Road no 3237, Block 732, A'Ali, Bahrain.
 Languages : English, Nepali, Hindi
 Hobbies. : Sketching, Painting, Playing guitar, singing.