

Chakshu Dwivedi

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Summary

HR professional with **4+ years of experience** in People Operations, supporting **end-to-end employee lifecycle processes** in fast-paced corporate environments. Experienced in **compliance driven HR operations, pre-joining coordination, employee relations programs, HRIS (Workday), reporting, and MS Excel for data tracking and analysis, payroll support HR helpdesk management, audits**, while maintaining accurate HR systems. Actively involved in **employee engagement initiatives and cultural programs**, contributing to a positive workplace experience. Proven ability to optimize processes, stakeholders' coordination, and enhance employee experience while demonstrating strong ownership, attention to detail, and consistently delivering measurable operational improvements.

Work experience

People Operations Analyst – Dun & Bradstreet (Hyderabad)

May 2024 – Present

- Manage **end-to-end employee onboarding and joining formalities**, including background verification, medical coordination, documentation, and HR system updates, ensuring **accurate records, confidentiality of employee information, and a well-organized onboarding experience**.
- Own the **end-to-end administration of the government-run NATS program**, handling intern onboarding, documentation, compliance requirements, coordination with internal stakeholders and external authorities, and ensuring accurate records and timely submissions, while maintaining **audit-ready records and sensitive data integrity**.
- Drive the **probation review process** by working closely with people managers on confirmations, evaluations, and performance improvement plans, ensuring **structured follow-ups, clear communication**.
- Coordinate with **external vendors and internal stakeholders** for employee-related services, managing communication, issue resolution, and invoice processing with a strong focus on **timeliness, accuracy, and relationship management** to ensure uninterrupted operations.
- Actively support **Diversity and Inclusion (D&I), Employee engagement, and Cultural initiatives**, working with cross-functional committees to plan and execute activities that require **strong coordination, clear communication, and attention to execution details** that enhance employee participation and workplace experience.
- Contribute to **HR process improvement projects**, including the *Workday Help Campaign* to increase HRIS adoption and self-service usage, and the development of an **Intern engagement framework** covering onboarding, payroll, training, and exit processes and **ongoing coordination of cultural and employee engagement initiatives in partnership with cross-functional teams and vendors**.

Analyst | HR Operations - Nagarro (Gurgaon)

Jan 2022 – May 2024

- Worked as part of the **Global Leave Management project**, managing **high-volume attendance and leave data primarily using MS Excel**, including data compilation, reconciliation, validations, and issue resolution related to leave, timekeeping, and policy queries, ensuring **accurate, well-structured, and audit-ready records**.
- Supported **Payroll and Full & Final settlements** by performing **Excel-based validations and reconciliations** of leave balances and attendance data, and conducted **global audits across four geographies**,

contributing to improved data accuracy, policy compliance, and secure handling of sensitive employee information.

- Facilitated the **onboarding and training of new team members**, creating **trackers, process documents, and training materials**, and providing ongoing guidance to ensure smooth team integration and consistent execution of HR processes.
- **Analysed leave and attendance trends**, identified discrepancies, and supported process improvements to enhance reporting accuracy and operational efficiency.
- Led and supported **cross-functional HR initiatives** such as leave reconciliation and **new workweek implementation**, coordinating with stakeholders while managing the **HR Help**, timely query resolution, and clear documentation.

Talent Acquisition Specialist - TalentNiti (Noida)

Aug 2021 – Dec 2021

- Worked as a **full-time Talent Acquisition Specialist**, sourcing candidates for **diverse and niche roles** through LinkedIn, Naukri, Monster, and proactive headhunting, ensuring a **consistent pipeline of qualified profiles** through well-organized and targeted sourcing efforts.
- Conducted **structured phone screenings** to assess candidate qualifications, role fit, and communication skills, while maintaining **accurate and confidential candidate records in Excel** to support efficient shortlisting and retrieval.
- Partnered closely with **hiring managers and internal stakeholders** to plan recruitment drives, career fairs, and hiring activities, and developed **clear, role-specific job postings and recruitment materials** to attract a broad and relevant talent pool.
- Stayed aligned with **industry hiring trends and best practices**, continuously refining sourcing and screening approaches to improve **candidate quality, turnaround time, and overall recruitment effectiveness**, while handling candidate information with professionalism and discretion.

Human Resources Executive | Consulting – ICE Balaji (Dehradun) Aug

2019 – Mar 2020

- Worked as a **full-time Junior Consultant**, supporting end-to-end recruitment activities including **sourcing, screening, and interview coordination** for multiple roles, ensuring **structured tracking, timely follow-ups, and accurate handling of candidate information**.
- Utilized **CRM systems** to manage recruitment pipelines, update candidate status, and maintain **organized, up-to-date, and confidential candidate records**, contributing to smoother coordination and improved process visibility.
- Served as a **key point of contact** for internal teams and external stakeholders, handling queries, coordinating interviews, and resolving process-related concerns through **clear communication, strong relationship management**.

Summer Intern – BHEL (Haridwar)

Jun 2019 – Jul 2019

- Supported the HR and People Operations team in managing employee data and assisting with attendance, leave, and shift scheduling processes.
- Supported employee engagement and policy documentation efforts, gaining exposure to large-scale HR operations within a manufacturing setup.

Education

- **MBA in Human Resource Management,**
Banasthali Vidyapith, Rajasthan (2020 – 2022)
- **BBA in Human Resource Management,**
Phonics group of institutions Roorkee (2017 – 2020)

Core Skills

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| HR Operations | <ul style="list-style-type: none">• Employee Lifecycle Management, Onboarding & Exit, Probation & Confirmation Cycles, Payroll & F&F Support, HR Compliance, HR Audits, Case Documentation, Confidential Data Handling |
| HR Systems & Data: | <ul style="list-style-type: none">• Workday HRIS, MS Office, Advanced Excel (Pivot Tables, VLOOKUP, Data Validation etc), HR Reporting, Data Reconciliation, Process Documentation |
| Project & Stakeholder Management | <ul style="list-style-type: none">• Cross-functional Coordination, Employee Engagement, D&I Programs, Intern Programs, Vendor Management, Issue Resolution, Process Improvement. |
| Interpersonal strengths | <ul style="list-style-type: none">• Quick-Learning, Communication, Time Management, Quality-driven, Attention to Detail |

Achievements & Interests

- Designed and implemented an **Intern engagement framework** to enhance participation and retention.
 - Led the end-to-end design, implementation, and execution of a **Workday help campaign** across the India entity.
 - Drove the end-to-end delivery of a **women-oriented self-improvement program** in collaboration with cross-functional and external partners, supporting D&I initiatives.
 - Recognized twice as **Employee of the Month** for impactful contributions to cross-functional HR initiatives and process improvements.
 - Served as the **Cultural & Employee Engagement SPOC** for year-round cultural initiatives, collaborating with cross-functional stakeholders, vendors, and leadership teams to plan, coordinate, and execute events end to end; consistently achieving **4+ out of 5 employee feedback ratings**, reflecting strong collaboration, high participation, and employee satisfaction.
 - Creative interest in digital arts.
 - Enjoy experimenting with cooking and exploring new recipes.
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