

VYSHNAV ANGE VEETIL

HR OPERATIONS | HR SHARED SERVICES | HRIS SPECIALIST

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PROFESSIONAL SUMMARY

Result-oriented HR Operations, HR Shared Services, and HRIS professional with extensive experience supporting large-scale global organizations across the United Kingdom and India. Proven expertise in end-to-end employee lifecycle management, Tier-2/L3 HR case management, workflow automation, and HRIS administration within SLA-driven environments. Hands-on technical mastery in UKG HR Service Delivery (HRSD), ServiceNow HRSD, Workday, and SAP SuccessFactors. Recognized for driving continuous process improvement, maintaining absolute data integrity, and consistently exceeding CSAT, SLA, and operational KPI targets.

TECHNICAL PROFICIENCY

HRSD & HR Systems	UKG HR Service Delivery (HRSD), ServiceNow HRSD, Workday Core HCM, SAP SuccessFactors Employee Central
Payroll Systems	ADP Payroll (Input Validation & Support)
Analytics & Reporting	Power BI, Advanced Excel, HR Dashboards, Workforce Analytics, KPI Reporting
Process Management	DocuSign, Microsoft SharePoint, OnBase, SOP Development, Knowledge Articles, Content Governance
Technology & Automation	AWS, Microsoft Azure, Linux, Python, Shell Scripting

CORE STRENGTHS

- **HR Operations & Shared Services:** Employee Lifecycle Management, Tier-2/L3 Case Management, Employee Relations, Stakeholder Management.
- **HRIS & System Administration:** Workflow Automation, Form Configuration, Content Governance, Knowledge Management, System UAT.
- **Compliance & Data Privacy:** HR Data Privacy (PII/PHI Handling), Audit Readiness, UK Employment Policy Compliance.

PROFESSIONAL PROFILE

People Service Specialist (HR Operations / HRIS)

Nov 2024 – Dec 2025

GXO Logistics — Northampton, United Kingdom

- Delivered end-to-end HR Shared Services support for a 10,000+ employee UK workforce, managing employee lifecycle activities including onboarding, transfers, promotions, compensation changes, organizational updates, and offboarding.
- Provided L2/L3 platform support within UKG HR Service Delivery (HRSD) and ServiceNow HRSD, managing approximately 200 Tier-2 HR cases per week while consistently achieving key operational metrics including CSAT, SLA Compliance, First Contact Resolution (FCR), and backlog management.
- Configured and maintained HR forms, automated workflows, and approval processes within HRSD modules to improve self-service capabilities and optimize case deflection.
- Administered employee master data and HR transactions using SAP SuccessFactors Employee Central, ensuring accurate employee records, HR data integrity, and strict compliance with UK employment policies.
- Supported SAP SuccessFactors Performance & Goals processes by assisting employees and managers with performance management, learning administration, and onboarding activities.
- Validated payroll-impacting employee transactions (promotions, salary revisions, transfers, one-time payments, unpaid leave, and statutory absence records) before submission to ADP Payroll, ensuring timely and accurate payroll processing.

- Investigated and resolved complex HRIS and employee lifecycle issues involving ServiceNow HRSD, SAP SuccessFactors, OnBase, SharePoint, and DocuSign, ensuring efficient contract management.
- Collaborated with Payroll, HR Business Partners, and Compliance teams to resolve employee relations matters, payroll discrepancies, statutory deductions, pension enrollments, and HR policy queries while maintaining compliance with UK employment legislation.
- Participated in ServiceNow User Acceptance Testing (UAT) and contributed to AI chatbot implementation and DocuSign contract automation initiatives, supporting digital transformation projects.
- Developed Power BI dashboards, HR operational reports, SOPs, and governed knowledge base articles that enhanced workforce reporting, improved operational visibility, and reduced recurring employee queries by 25%.

HR Advisor (Contract)

Sep 2023 – Aug 2024

ID Logistics — Northampton, United Kingdom

- Supported end-to-end HR Operations and HR Shared Services across multiple UK business locations, ensuring timely delivery of employee lifecycle services while consistently meeting service level agreements (SLAs).
- Utilized UKG HR Service Delivery and ServiceNow HRSD platforms to manage employee case resolutions, service requests, and query escalations regarding HR policies, employee records, benefits, leave management, and contractual matters.
- Managed employee lifecycle transactions including onboarding, contract administration, employee transfers, organizational changes, offboarding, and HR documentation, ensuring absolute data accuracy.
- Maintained precise employee records within Workday Core HCM, supporting employee data management, audit readiness, and compliance with UK employment legislation.
- Supported Performance & Goals and Learning Management System (LMS) processes by assisting managers and employees with performance review activities, learning assignments, and system-related queries.
- Collaborated with HR Business Partners, Payroll, and business leaders to validate payroll-impacting employee data, contractual changes, and HR transactions before payroll processing.
- Prepared HR operational dashboards and workforce reports using Power BI and Advanced Excel, providing management with clear insights into employee metrics, HR service delivery, and operational performance.
- Contributed to HR process improvements by maintaining SOPs, knowledge articles, and process documentation, helping improve employee experience, service consistency, and operational efficiency.

HR Consultant

Apr 2021 – Sep 2021

NICEE Food Products — Kerala, India

- Established core HR Operations processes including employee lifecycle management, onboarding procedures, HR policies, and organizational documentation for a growing business.
- Coordinated recruitment activities including candidate screening, interview scheduling, offer documentation, and onboarding support to ensure a smooth hiring process.
- Managed employee records, personnel files, and HR documentation while digitizing employee information to improve compliance, accessibility, and audit readiness.
- Coordinated with Finance to validate attendance records, leave information, and employee data to support accurate monthly payroll preparation.
- Assisted management in implementing HR policies, statutory compliance requirements, and employee documentation processes while supporting a positive employee experience.
- Prepared HR reports, employee data analysis, and operational trackers using Microsoft Excel, enabling informed workforce planning and HR decision-making.

DevOps / Site Reliability Engineer

Apr 2017 – Apr 2021

Harman Connected Services — Bengaluru, India

- Supported enterprise infrastructure operations across AWS and Microsoft Azure environments, ensuring system availability, stability, and operational excellence for business-critical applications.

- Automated deployment and operational processes using Python and Shell Scripting, reducing manual effort and improving process efficiency.
- Performed production monitoring, incident management, and root cause analysis while collaborating with global cross-functional teams to minimize service disruptions.
- Participated in infrastructure change management, release activities, and production deployments while maintaining operational governance and system reliability.
- Developed strong analytical, automation, and stakeholder management capabilities that enabled a successful transition into HR Operations, where technical expertise supported HRIS administration, process improvement, and digital HR initiatives.

EDUCATIONAL QUALIFICATIONS

Master of Science (MSc) <i>Project Management</i>	University of Northampton, United Kingdom Focus: Project planning, stakeholder management, risk management, business process improvement.	2021 – 2023
Bachelor of Engineering (B.E.) <i>Electronics & Communication</i>	Visvesvaraya Technological University (VTU), India	2012 – 2016

PROFESSIONAL CERTIFICATIONS

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| • ServiceNow HRSD Fundamentals | • SHRM - Generative AI in Human Resources |
| • SAP SuccessFactors - HR Data Management | • Six Sigma Green Belt - Project Management Institute |

AWARDS & RECOGNITION

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| • Employability Plus Award — University of Northampton | April 2023 |
| • Harman Be Brilliant Award — Harman Connected Services | Jan 2019 |