

# Ankur Gupta

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## Objective

An enthusiastic and skilled Human Resources professional with over a year of experience in HR operations and background verification. Seeking to leverage proven abilities in document verification, onboarding, and vendor management to contribute to the growth and success of a dynamic organization.

## Experience

### HR Executive – HR Operations

*Pacific BPO Pvt. Ltd. | Noida, India*

**August 2023 – Present**

- Led end-to-end HR operations for a workforce of [Arc Portal], ensuring seamless execution of key functions including background verification, document validation, onboarding, and exit formalities.
- Streamlined employee verification processes by coordinating with multiple third-party vendors, reducing turnaround time and enhancing accuracy through continuous follow-ups and performance tracking.
- Managed the complete employee lifecycle, from pre-employment formalities to issuance of offer and appointment letters, onboarding coordination, employee data management, and release processes including relieving letters and full & final settlement support.
- Conducted pre-payroll activities, including salary validation, CTC breakup checks, and creation of employee codes, ensuring alignment with finance and payroll teams for timely disbursement.
- Maintained compliance documentation and audit readiness by preparing detailed reports, ensuring all HR processes were aligned with company policies, legal standards, and client SLAs.
- Implemented process improvements by identifying bottlenecks in onboarding and verification processes, leading to enhanced operational efficiency and employee experience.
- Utilized HRMS tools and Excel-based trackers to manage employee records, monitor verification statuses, and generate periodic dashboards for internal and client reporting.

Served as the point of contact between business units, employees, and external vendors, fostering effective communication and resolution of HR-related queries and escalations

### Quality Analyst, AMS Inform Pvt. Ltd. | Noida, India *December 2021 – June 2023*

- Captured and meticulously checked case documents for background verification.
- Assigned cases to vendors based on country and client requirements.
- Validated and prepared final reports, ensuring adherence to client guidelines and company norms.

**Associate (Customer Executive), I Energizer | Noida, India November 2020 – October 2021**

- Addressed customer complaints and resolved issues related to product returns and refunds.
- Forwarded unresolved complaints to the appropriate teams for resolution.

**Associate (Customer Executive), Tech Mahindra Pvt. Ltd. | Noida, India July 2019 – October 2020**

- Provided customer support for OYO Hospitality services, resolving ground team tickets.

## **Skills**

**HR & Operations:** Background Verification, Onboarding, Vendor Management, Documentation, Auditing, Employee Lifecycle Management, MS Office, Advanced Excel

**Communication:** Strong interpersonal skills, clear and effective communication, ability to build relationships, customer support

**Technical:** Basic Computer Knowledge, HTML

## **Education**

**Bachelor of Science (Information Technology)**

- Himalayan University, 2019

**Intermediate**

- U.P. Board, Allahabad, 2009

**High School**

- U.P. Board, Allahabad, 2007

## **Personal Details**

- **Date of Birth:** 04 March 1993
- **Languages:** English, Hindi
- **Hobbies:** Writing poems and lines