

Resume – HR Officer

Kamla Topno

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Professional Summary

Analytical and results-driven HR professional with 3+ years of experience in HR assistance, administration, and client support. Skilled in HR operations, onboarding, payroll coordination, and policy compliance with proven ability to manage employee relations and HRIS systems (Workday). Experienced in performance management, data-driven decision-making, and grievance handling. Demonstrable familiarity with UK labour laws and strong commitment to confidentiality. Seeking to contribute as an HR Officer at WRI Europe, leveraging academic knowledge in Public Administration and practical HR experience.

Key Skills

- HR Operations & Employee Relations
 - Recruitment & Onboarding Support
 - HRIS (Workday) & Data Management
 - Payroll Coordination & Benefits Administration
 - Policy Development & Compliance
 - Stakeholder & Vendor Management
 - Performance Management & Learning Support
 - Conflict Resolution & Problem Solving
 - Multilingual Communication (English & Hindi)
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Professional Experience

Human Resources Summer Intern | Collegetips.in | *May 2025 – Jun 2025*

- Supported recruitment process including job postings, candidate shortlisting, and virtual interviews.
- Assisted in onboarding, induction, and employee engagement activities.
- Contributed to HR workflows, HRMS usage, and employee records management.
- Drafted HR content, supported policy communication, and improved employee information access.

Customer Service Associate | D.C Office Supply Department – Chaibasa | *Feb 2017 – Present*

- Managed client queries and supported administrative HR processes, records, and compliance.
- Coordinated grievance tracking, documentation, and HR-related issue handling.
- Maintained effective communication channels for staff support and updates.

Teacher | Little Rainbow School – Chaibasa | *Jun 2023 – Mar 2024*

- Delivered curriculum while managing school operations and parent communications.
- Assisted in event coordination, documentation, and staff collaboration.
- Supported well-being initiatives and teamwork.

Customer Care Executive | Tata Business Support Services Pvt Ltd – IGI Airport, New Delhi | *Nov 2015 – Nov 2016*

- Provided multilingual client support across billing and HR policy-related queries.
 - Designed and applied retention strategies to improve employee and client satisfaction.
 - Strengthened employee engagement and operational efficiency.
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Education

- Master of Public Administration (MPA) | IGNOU | 2024
 - Bachelor of Commerce (B.Com) | IGNOU – Chaibasa | 2021
 - Diploma in Service Industry Management | Kompass Aviation – Jamshedpur | 2012
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Languages

- Hindi – Bilingual Proficient (C2)
 - English – Upper Intermediate (B2)
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