

SREEKUTTY SHAJIMON

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PROFESSIONAL SUMMARY

Detail-oriented and proactive HR professional with one year of experience supporting business operations, documentation, data maintenance, records management, client/stakeholder coordination, and administrative processes. Skilled in reviewing and maintaining documentation, handling change requests, researching and resolving inquiries, monitoring work assignments, and ensuring timely completion of deliverables. Proficient in Microsoft Office, with strong problem-solving, communication, organization, and time-management skills. Able to work effectively under pressure while maintaining accuracy, process controls, and a high level of client service.

PROFESSIONAL EXPERIENCE

JUNIOR HR | Cool World Technologies | India

07/ 2024 – 01/ 2025

- Provided day-to-day operational support by maintaining accurate records, documentation, databases, and business information in accordance with established procedures.
- Reviewed and processed assigned requests, ensuring accurate completion and timely follow-up on outstanding items.
- Coordinated with internal teams and business stakeholders to gather required information, clarify requirements, and resolve open items.
- Served as a point of contact for operational inquiries, providing clear and timely responses and escalating issues when appropriate.
- Conducted fact-finding activities to identify business requirements, documentation gaps, process issues, and required updates.
- Reviewed existing content and documentation and supported updates based on business requirements, policy changes, and process improvements.
- Monitored assigned work and tracked deliverables to ensure completion within established deadlines.
- Maintained consistent application of team procedures, operational controls, quality standards, and documentation requirements.
- Researched issues and identified practical solutions to business and operational inquiries.
- Used Microsoft Excel, Word, PowerPoint, Outlook, and other business tools to maintain information, prepare documentation, track assignments, and communicate with stakeholders.
- Managed multiple priorities and changing requirements while maintaining accuracy and attention to detail.

ADMINISTRATIVE ASSISTANT— AITMS | India

01/ 2024 – 06/ 2024

- Supported daily administrative and operational activities while maintaining accurate and organized records.
- Processed requests and documentation according to established procedures and service requirements.
- Communicated with internal and external stakeholders to obtain missing information and resolve issues.
- Performed data entry, document review, information validation, and record maintenance with a high level of accuracy.
- Tracked assigned tasks and followed up on outstanding items to support timely completion.
- Assisted with identifying process gaps and recommended improvements to increase efficiency and reduce errors.
- Prepared reports, spreadsheets, correspondence, and business documentation using Microsoft Office.
- Prioritized competing assignments and consistently met deadlines in a fast-paced environment

CORE SKILLS

Operations Support, Records Management, Data Management, Change Requests, Annual Review Support, Content Review, Needs Assessment, Business Requirements Analysis, Process Controls, Issue Resolution, Stakeholder Coordination, Client Support, Workload Management, Deadline Management, Quality Control, Microsoft Office, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Outlook, Verbal Communication, Problem Solving, Decision Making, Time Management, Attention to Detail, Process Improvement, Data Accuracy, Administrative Support, Client Experience, Policy and Procedure Compliance, SAP

EDUCATION

Master's in Management — Poland, 2025–2027
Bachelor of Business Administration — India, 2021–2024

ADDITIONAL INFORMATION

Languages: English (C1)
Certifications: SAP, HRCI (Talent Acquisition), SHRM