

Badal Kalra

People Experience Specialist

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PROFILE

People Experience Specialist with experience across employee experience, people operations, client handling, process improvement, dashboards and practical automation. Known for owning high-volume cases, improving repetitive workflows, updating knowledge content and mentoring associates.

EXPERIENCE

Optum

Associate People Experience Specialist

Employee-facing People Experience support across high-volume operations; critical case handling; process improvement; SOP and knowledge-article updates; mentoring; and automation initiatives.

Wipro

Client Specialist - Benefits Operations

Front-facing support for an enterprise client portfolio, employee-benefits issue ownership, weekly/monthly PowerPoint reporting, stakeholder communication, and process/automation improvements.

SELECTED WORK

Birthday & Anniversary Automation

Automated a recurring employee-recognition workflow from report data through event identification and ready-to-send slide generation.

Redwood SOP & Knowledge Update

Reviewed and refreshed SOPs and knowledge content after a UI update, helping associates provide a better employee-support experience.

Enterprise Benefits Support

Supported 18 enterprise clients in a front-facing benefits role and produced recurring reporting for client communication and service insights.

RECOGNITION

- Diamond Foundational Award for Quality - Optum
- Employee Excellence Award - July - Optum (103% utilization, 4.35 CSAT, 45 overtime hours cited)
- Blaze Award - Wipro
- Dazzle Award - Wipro
- Illuminate Award - Wipro (2022, multiple recognitions)

LEARNING & CREDENTIALS

- Master Microsoft Excel - LinkedIn (Apr 2025)
- Using Microsoft Teams and Outlook Together: Maximizing Productivity - LinkedIn (Mar 2025)
- Business Analysis Foundations
- Navigating Employee Relations as an HR Professional
- Excel Formulas and Functions Quick Tips
- Tips to Build a Positive Mindset
- Basic Life Support (First Aid) training
- Kurukshetra University - First Division (77.7%), 2019-2021

Core strengths

People Experience | People Operations | Client Handling | Stakeholder Management | Process Improvement | Automation | Excel | Dashboards | Microsoft tools | AI literacy