Rashmi Umdekar
HR Generalist 3
Vice Chancellor and Chief Financial Officer: Human Resources Department

Rashmi Umdekar is a Senior HR Analyst on the Campus HR Employee Relations team who is responsible for Information Technology Services' (ITS) Employee/Labor Relations, Compensation/ Classification, and Performance Management. During most of the past two years, she has been performing two jobs, her own and the duties performed by the HR Assistant. The Assistant's duties are critical to the functioning of ITS as they include onboarding and separations and, up until recently, leave administration. While she had a small amount of assistance, the bulk of the duties remained with her making Rashmi's workload extraordinarily large, requiring her to work almost every evening and weekend for at least the last two years - and this continues to be the case.. Below are some statistics for the 8 month period beginning May 1, 2018 through December 31, 2018:
New and Revised Job Descriptions - 46
Approved Equity increases – 9
Approved Reclassifications - 14
Staff onboardings – 32
Staff separations – 29
PO contractor onboardings – 19
PO contractor separations – 11
TES onboardings – 4
TES separations – 6
While astounding themselves, these statistics alone do not convey the complexity in handling IT job descriptions in a variety of technologies, nor navigating the extra levels of approvals required from HR Compensation and the PAAC committee. They also do not include the many multifaceted Employee Relations, Labor Relations and accommodations matters or the tremendous work involved in transitioning staff from other departmental IT units to ITS which occurred during this same period.
During her time at ITS, Rashmi has continuously sought ways to improve efficiency and reduce costs in the department as noted below:

• Rashmi lead the effort to scan and organize all staff personnel and medical files in a standard format, eliminating the need to keep paper files and to allow for easy access and analysis, as well as respond timely to information requests.
• Checklists were created to ensure processes were completed and documented.
• Paper/manual processes were replaced with online workflows in the following areas:

o Flexible Work Arrangements – 58 or 15% of ITS Staff have these agreements in place
o Telecommuting Agreements – 171 or 44% of ITS Staff have these agreements in place
o Spotlight Award Approvals
o Onboarding Workflow

• Rashmi uses DocuSign to route any document requiring signatures such as job descriptions, Express Card agreements, Travel card forms STAR award form, etc. This has created efficiencies in the onboarding process as the form is completed in advance (no longer needing to print, scan and save) and be routedelectronically, no longer needing to track where the document is in the approval process. Rashmi received approval from the Director of Talent Acquisition to route employment contracts through DocuSign, rather than the print/scan/save/email process.
• Recognizing the need for ITS, Rashmi requested access to the Academic Affairs performance appraisal tool and managed the complicated set-up process. This involved ensuring all job cards were correct, and the versioning and MTE roles were correct. The productivity savings using this tool exceed 1,000 hours each year.
• Onboarding presentations by employee type (Staff, Student, Transfers, PO Contractor) were created to ensure consistency in information dissemination to new hires. Paper copies were also eliminated as Rashmi provided flash drives and subsequently links so employees could get questions answered and refresh their memory This reduced follow up calls to the HR staff.
• Rashmi made recommendations for process improvement to other teams including Field Support to ensure timely deployment of computer equipment which ensures the new hire is productive on their first day. Equally important as the tremendous work success outlined above is her calm, positive, and caring demeanor and responsiveness to staff inquiries and concerns. Consequently, Rashmi is a trusted colleague and advisor by both staff and management. This is recognized by her colleagues who have told Rashmi: "you rock," "I've always found you a good sounding board," "I just assumed you read my mind when I finished it," "You are awesome (do ever get tired of me saying that???)," "Thank you for making everything go smoothly!," "Hurray, that's awesome Rashmi," and "Wow….and to think you could almost do desktop support! Your skills are never ending…."