



### PROFILE SUMMARY

A well-rounded HR Professional with a strong foundation in Human Resource Management with experience spanning across the **entire employee lifecycle** including **Manpower Planning, Recruitment & Selection, Performance Management, Job Evaluation, Compensation & benefits, Employee Engagement, Learning & Development, HR Analytics and Industrial Relations**. Overall experience across **FMCG, R&D and Telecom** sectors with **ITC, Accenture & Ericsson**. An MBA graduate from **SIBM Pune** and Engineer from **IP University**. A **national scholar** and an avid learner, I am constantly researching and working on innovative practices thereby improving the HR systems to support the business more efficiently.

#### ASSISTANT MANAGER, HR | ITC Ltd.

3 years (Approx), Jul'15-till date

##### Performance Management (PMP)

- Lead **end-to-end execution** of Performance Management Process with **multiple interventions to improve overall employee effectiveness**
- Redesigned** and institutionalized the **Annual Self-Appraisal Form** thereby encouraging employees to monitor & improve themselves
- Spearheaded **One-on-One discussions** between employees and management to introduce a **collaborative process for setting goals, reviewing performance, identifying the development opportunities & managing career paths**
- Designed **Skill Augmentation Program** and attained **100% selection rate** during **ITC's Pan-India Inter-Grade Promotion Program**

##### Compensation & Benefits

- Manage **monthly payroll** of existing employees and **salary fitments of new joiners**
- Prepared Rs.40 crores Budget (People Cost & Overheads)** for the unit based on **Zero-Base Budgeting** with inputs of manpower projections, market benchmarking, ITC corporate guidelines & cost considerations
- Prepared an **automated Dashboard** to simplify the **Annual Budgeting** activity leading to a **time reduction of 50%** for the completion
- Conducted **wage survey** by **benchmarking** against **HUL, Wipro, Mahindra & Mahindra, Hero** etc to determine market benchmarked salaries
- Conducted **data driven analysis & redesigned the Incentive Scheme** thereby **improving the headcount compliance by 12%**

##### Manpower Planning & Talent Acquisition

- Partnered with business stakeholders and developed a **Skill-Position-Time Matrix** to design & implement an **effective talent management strategy** enabling **succession plans** and **proactive career development** for critical talent
- Operationalized the Predictive Churn Model** to predict & combat attrition of workforce thereby **reducing attrition by 4%**
- Created an **active pipeline of candidates** thereby reducing the **TAT of vacancy closure by almost 90%**
- Introduced a comprehensive **Recruitment Dashboard** capturing **Recruitment Metrics** like **TAT, Source of Hire, Candidate Experience, Quality of Hire, Employer Branding, Retention** that helped doing **data driven analysis** thereby **improving overall Recruitment Performance**
- Drove **end-to-end Campus Recruitment**, was also **part of the Selection panel** at premier institutes like **IIMs, IITs**

##### Employee Engagement & Organization Culture

- Planned & delivered a **plethora of engagement initiatives (designed after extensive primary, secondary research & industry benchmarking for the specific population set)** to build a **strong culture of connect & collaboration** thereby improving **engagement score by 10%yoy**
- Started **Family Connect Programs** like **5S at Home, Kids Summer Camp, Appreciation Letters to families, Annual Family Day**
- Roll out **Climate surveys**, conduct **Focused Group Discussions** and facilitate action plan basis the dipstick
- Facilitate **effective Communication Channels** such as **Monthly Employee Communication, Monthly Newsletter & Town-halls**

##### Learning & Development

- Prepare and ensure compliance of **L&D plan for the unit** after identification of **Training Needs** through sources such as **Skill Matrix, Individual PDP, Line Manager interactions & Mentoring Program**
- Designed a **Holistic Advanced Training Module** covering **Technical Skills Development, Soft Skills Development, Social-Well Being & Personal Grooming** and tied up with institutes for courses' administration
- Prepared a **detailed Induction Manual** for employees capturing details of the business, unit, different technologies used, HR policies etc
- Rolled out an **Education Assistance Program** for employees and tied up with institutes for courses administration
- Launched the initiative **"Learning Bytes"** as a formal means to share knowledge among the HR team

##### Data Analytics

- Conducted **In-depth Data Analysis & Regular Reporting** for **proactive decision-making** thereby giving strategic advantage to business
- Developed and standardized **automated reports & dashboards** leading to **time reduction (max 50%) in different deliverables**
- Support business in making **evidence based decisions** using various mathematical tools and methods

##### Campus Engagement

- Invited to be a part of the **Corporate Induction Program** to **mentor the Summer Interns**
- Nominated as the **Guide of the KITES HR intern** for the business; oversaw the completion of the project on **Skill Mapping & Multi-skilling**
- As the **Divisional Coordinator for the KITES interns**, partnered with the HODs and **designed the projects** for the interns

##### Statutory Compliance

- Managing **compliance with labor laws** and various statutes & ensure 100% compliance
- Lead contractual and 3rd party HR compliance **Audits & Certifications**
- Contract Labor Management**- oversee development and implementation of labor and employment compliance risk mitigation programs

### PROJECTS/INTERNSHIPS

#### SUMMER INTERNSHIP- ITC Ltd, R&D Centre

2.5 months, Apr-June'14

##### Project: External Benchmarking of Job Design of Critical Jobs at ITC R&D Centre

- Awarded **Pre Placement Offer**
- Objective: Benchmarking with other organizations on Job Design for critical job levels** to identify the key areas of differences between ITC Jobs and the Industry Jobs while concluding if those differences amount to attrition and hence suggest corrective measures to combat the increasing levels of attrition in the organization
- Researched **Hay's** and **Mercer's Job Evaluation Models** to design the **'4C-Framework'** for **evaluation of Job Roles**
- Conducted an internal dipstick and survey to administer the 4-C framework internally

<ul style="list-style-type: none"><li>▪ <b>Benchmarked</b> against organizations like <b>HUL, L’Oreal&amp; Himalaya</b>; conducted <b>1:1 interactions with Senior Management</b></li><li>▪ <b>Recommendations</b> suggested were <b>appreciated by Management and rolled out in a phased manner</b></li><li>▪ <b>Technology Week:</b> Active participation in coordinating &amp; scheduling all the competitions such as online quiz, presentations etc.</li></ul>	
<b>LIVE PROJECT: Skill Gap Analysis of Jobs   Accenture Strategy</b>	<b>2.5 months, Aug-Oct’14</b>
<ul style="list-style-type: none"><li>▪ <b>Objective: Skill Gap Analysis of Construction Industry</b> thereby facilitating Indian Government to create National Occupational Standards and formulate Training Courses in future for this sector</li><li>▪ Conducted an <b>As-is Assessment of the Construction Industry</b></li><li>▪ Completed the <b>Occupational Analysis</b> involving the study of Job roles, employment opportunities &amp; career paths</li><li>▪ Visited construction sites to administer the <b>Occupational Analysis &amp; Career Mapping Surveys</b></li><li>▪ Was part of <b>one of the only 3 teams selected</b> from the campus</li></ul>	

ACADEMIC QUALIFICATION				
Degree	University	Institution	Year	Score
MBA-HR	Symbiosis International University	SIBM Pune	2015	2.8/4
B.Tech	Guru Gobind Singh Indraprastha University	GTBIT, Delhi	2010	75%
XII	C.B.S.E.	Springdales School, Delhi	2006	80%
X	C.B.S.E.	Springdales School, Delhi	2004	94%

<b>RF ENGINEER, PLANNING &amp; DESIGN   Ericsson India Global Services Pvt. Ltd. (Pre MBA)</b>	<b>3 years, Jun'10-May'13</b>
<ul style="list-style-type: none"><li>▪ Planned the Network Capacity sites for a <b>major American client</b> based on present trends &amp; target growth forecast</li><li>▪ Guided and <b>led a team of 3</b></li><li>▪ Recommended <b>innovative methods</b> of network planning &amp; <b>achieved benchmark of 85% efficient capacity utilization</b></li><li>▪ <b>Inducted</b> new joinees into the team</li><li>▪ Launched the <b>monthly newsletter</b> called the <b>Capacity Times</b></li><li>▪ Won the <b>Power Award</b> for <b>outstanding performance</b>, 2011</li></ul>	

ACHIEVEMENTS/POSITIONS OF RESPONSIBILITY	
Academic/Professional	<ul style="list-style-type: none"> <li>▪ <b>Pre Placement Interview, HCL, 2014</b></li> <li>▪ <b>National Level Scholarship</b>, Directorate of Education, Delhi Govt., 2004</li> <li>▪ <b>Hinduja Merit Scholarship, 6 continuous yrs for meritorious academic performance</b> 2004-10</li> <li>▪ Among <b>Top 0.1% State Performers, C.B.S.E.</b> Board Exam, 2004</li> <li>▪ Secured <b>3<sup>rd</sup> Rank</b> CBSE Board exam with 100 % ( Mathematics), 99 % ( Science &amp; Tech.)</li> <li>▪ <b>Certification-Test of English for International Communication</b>, ETS, 970/1000, 2010</li> <li>▪ <b>Training at IIT-Delhi</b> and compiled a project on "Sub band Coding Schemes", 2008</li> </ul>
Positions of Responsibility	<ul style="list-style-type: none"> <li>▪ <b>Member, Placement Advisory Team, SIBM Pune</b>, 2013-2014</li> <li>▪ <b>Founder, Editor and Designer, "The Capacity Times"- Newsletter, Ericsson</b></li> <li>▪ <b>Event Manager</b> and Event Coordinator, <b>Annual Fest</b>, IPU, 2008 &amp; 2009</li> <li>▪ <b>Secretary, Indian Society of Technical Education</b>, IPU, 2008</li> </ul>
Extra - Curricular	<ul style="list-style-type: none"> <li>▪ <b>Womenspire - HCL meets Emerging Women Leaders- Final Participant</b> from campus <b>amongst 1078 women students</b> across top 30 B-Schools, 2014</li> <li>▪ <b>National Finalist</b>, B-Plan Strategy Competition, FMS Delhi , 2014</li> <li>▪ Was <b>1 out of 6 finalists</b> to be on the <b>Editorial Board</b> of <b>Times of India</b> special <b>Republic Day Edition</b>, 2009</li> <li>▪ <b>First Position</b>, Inter College <b>Declamation &amp; Poetry Writing Competition</b>, IPU, 2008 &amp; 2009</li> <li>▪ Volunteered to teach kids of the Todapur and the Dasghara village (Social Work)</li> </ul>

Recommendations (Reference: LinkedIn)
<p><b>Sourav Sengupta: HR Manager at ITC Limited (Sourav managed Divya at ITC Limited)</b></p> <p>I had the opportunity to mentor Divya during her summer internship with ITC. I found her to be an extremely sharp individual who was very quick to grasp things with the minimum amount of direction. Her project was complex and involved engagement with several internal and external stakeholders, and I found that Divya was able to navigate these complexities with ease. Within a period of two months, she was able to build an excellent rapport with senior managers at the LSTC and thereby gain great perspective on the problem she was attempting to address. Her final proposal, which was rich in industry insight as well as functional understanding, enabled the R&amp;D leadership to take certain business-critical decisions on the people front. On the basis of her excellent work and the high level of initiative demonstrated by her, I was glad to recommend her for a pre-placement offer.</p>
<p><b>Kuldeep Aima: Director - ITTE at Ericsson India Global Services Ltd (Kuldeep managed Divya indirectly at Ericsson)</b></p> <p>Divya is one of the very promising young professionals I have seen. She is very clear about what she wants to achieve and has been successful in steering her career in that direction. As a fresh engineer out of college she had good concepts and her understand about her subject was amazing. She quit her exciting career to pursue higher education and was successful in that endeavor too. Other than being an amazing professional she writes some great blogs, short stories and poems. She is an asset in any team.</p>
<p><b>Mukesh Sahu: Head of Department, Industry Institute Partnership Cell (Mukesh taught Divya at Guru Gobind Singh Indraprastha University)</b></p> <p>Divya is a very dynamic girl full of energy, she has an excellent ability to manage groups, is very dedicated and hard working. I wish her all the success in her life to come.</p>