**Amrapali Singh**

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**Company – Capgemini (Mumbai) (Duration Jul 07 – till date)**

**Designation – Manager PRM (People Relationship Management)**

##### Job Profile: Working as a part of PRM – Talent Management Team (Central Function) handling key responsibilities related to Talent Management, Career Development & OD which are both strategic & transactional in nature. Work with leadership to understand the business environment and to determine, develop and execute innovative solutions to address work priorities. Guide development of solutions while leveraging skills of others to deliver results with highly complex diverse teams.

**Key Responsibilities:**

**I) CAREER DEVELOPMENT** - Responsible for defining, aligning, developing & executing career development initiatives / programs for CapGemini India that aid in providing a Career Development to employees. The following are main responsibilities handled:

##### Roles & Competency (R&C) Framework: Aligned the R&C framework with the transforming Organization structure. Making the existing framework updated and in line with the business needs by defining & updating R&C framework specific to Business Uints. Defined the following:

##### Role Directory – Defining repository of roles with role descriptions and level mapping

##### Competency Dictionary - Definitions of Competencies (Foundation, Leadership, Functional and Domain) & Proficiency Levels (Beginner to Master)

##### Competency Matrix - Identification of critical competencies for each role and identifying desired level of proficiency of each competency by role

* **Individual Competency Profile (ICP)** – Designing of individual competency report for the employee highlighting strengths & developmental areas based on the role performed by the employee.
* **Automation Roles & Competency Process –**
* SPOC forproviding inputs on designing, updating & automation of R&C process. Conducted UATs to ensure that system is ready for the launch of new cycle.
* Provided inputs on designing Individual Competency Profile (ICP) and Management Information (MI) Reports (automated reports on R&C analytics).
* Provided Specs for integration of Staffing & L&D functions with the R&C module.
* **Compliance Tracking -** Driving compliance for R&C process through various communication channels – dashboards, workshops and meeting BU heads etc.

##### Career Paths – Defining Career Paths by streams specific to Delivery, Technical, SME & Project Support etc.

* **Special Assignments at Global Level** - SPOC for sharing and contributing towards special assignments at the group level including other geographies

**II) TALENT MANAGEMENT**

* **Performance Management Process** - Manage & implement performance management at the organization level, Mid Year and Annual Performance Appraisals, ensuring adherence to the normalization mandate, process improvement, KPI & KRA definition, awareness through workshops, compliance tracking etc.

##### Succession Planning & Leadership Development – Designed various programs for Succession & Leadership Development Programs for Junior, middle & senior management levels.

##### ‘Technical Olympiad’ – Identify agencies & define process to conduct technical skills assessments for junior & middle level.

* **Skip Level Meetings –** Conducted Skip Level Meetings for Managers & above
* Handled **VP promotion**

**III) HR Business Partner Role – Advisor / Change Management**

* Partnering with BU heads on the development & implementation of HR solutions, in partnership with, and utilizing the resources of PRM to deliver agreed services.
* To champion, drive and embed HR agenda in the local business unit and ensure it’s integration into the business planning process.
* Development of HR Strategy & prioritization of HR solutions for local business unit
* Co-coordinating and driving effectiveness of PRM in the Local business unit
* Provision of forecast and scenario data on business unit requirements to inform resourcing, Learning and Development and reward plans etc.
* Articulation of modal needs to shape and influence Organization strategies, policies and plans and act as catalyst for change management
* Leverage business relationships to solve specific HR / business issues.
* Development of partnership relationships to deliver business requirements with HR shared services and Central HR.

**III) General HR**

* Ensure applicable Human Resources systems and data are maintained, as required.
* Review results of Global People Survey and work with leadership to lead change.
* Team with other PRM representative to share best practices & contribute to knowledge capital.
* Counsel, if necessary, a community lead and community members for the assigned community by advising and/or facilitating activities/meetings.
* Lead the implementation of people programs and initiatives.
* Manage attrition/retention, analyzing trends through headcount and exit data and recommending appropriate course of action.
* Conduct Workshops for new joinees & existing employees on Career Development Framework & PMD process in ‘Talent Management Camps’, ‘NMAP’ program & ‘DISCOVER’ Sessions

**Key Achievements in Capgemini:**

* Project Star Award in Q4 – 2007
* Six Sigma Yellow Belt & Green Belt Certification
* Fast Track promotion

**PREVIOUS WORK EXPERIENCE:**

**Company - TATA Consultancy Services Limited (Mumbai) (Duration Aug 05 – Jul 07)**

**Designation: Senior Executive HR**

##### Key Responsibilities handled: HR Generalist profile for 1000 plus employees including:-

1. **Performance Management:** Driving entire PMS for vertical. Design and conduct Appraisee & Appraiser Workshops in sync with the objectives of the Organization.
2. **Career Management:** Managing Roles & Competency framework and driving compliance. Ensuring right job & right profile for right person at the right time.
3. **Allocation / Job Rotation:** Identification of projects for employees by their skills
4. **Training & Development**: Conducting Training Need Analysis for the Management development Programs/ Continuous Learning Programs for the Leadership Team. Conducting specific training programmes like Team Building, Respect for the Individual, Workplace attitude, creativity etc.
5. **Succession Planning:** Preparation of the Leadership Bench Data & identification of roles and responsibilities to reduce mean time between allocations.
6. **Recruitment:** Handled Campus & Experienced Professional Recruitment drives.
7. **Induction:** Conducting Induction Programs for new joinees across the branch
8. **Grievance Handling:** Handled all grievances within SLA with minimum escalations to the Senior Management.
9. **MIS and Reporting:**  Prepared various dashboards & status reports for the leadership team.
10. **Attrition Management:** Conducted exit interviews for the associates leaving the organization and tried to improve the retention. Preparing for the attrition analysis, open requirement analysis, ageing analysis.
11. **Associate Engagement:**  Arranged various programmes to keep the motivation levels of employees high.

**Additional Responsibilities handled in TCS:**

1. Handled the ISO Audit at Mumbai level.
2. Handled Mumbai Level Initiative for the Talent Incubation Lab for the HR Team.
3. Worked on Reward and Recognition Mechanism for the vertical.
4. Worked on the Skill Based Incentive for the Vertical

**Company - Piramyd Retail Ltd. (Mumbai) (December 2004 – August 2005)**

**Designation: HR Executive**

**Key Responsibilities handled -**

1. **Payroll Management:** Managed and monitored payroll activities & income tax related queries for all the employees.
2. **Handled Compensation and Benefits:** Responsible for internal parity checks; Salary fitments and Salary Revisions & Restructuring**.**
3. **Employee Relations and Employee Welfare:** Responsible for Policy Communication, Grievance handling, Facilitating rewards and recognition ceremonies, sports and festivals and other celebrations / parties.
4. **Attrition and Exit Management:** Conducted exit interviews, Coordinated for Full and Final settlements, exit analysis and Employee Turnover Ratio.
5. **Recruitment, Induction and orientation:** Managed recruitments for all levels
6. **Performance Appraisal:** Managed Performance Appraisals of employees. Coordinated with the different Department & Division Heads for timely completion of the Appraisals.
7. **Training and Development:** Designed the Training Calendar, identification of T&D needs based on the midterm / annual appraisals, Competency Gap Analysis etc. Conducted timely execution of various training programmes.

**Company - SODEXHO PASS SERVICES India Pvt Ltd (Mumbai)**

**Duration - (December 2003 – December 2004)**

**Designation: HR Executive (Management Trainee)**

**Key Responsibilities handled:**

1. **Payroll Management:** Manage payroll activities for more than 1000 employees
2. **Handling Compensation and Benefits:** Responsible for internal parity checks, making offer letters, Handled salary increments for employees after appraisals.
3. **Employee Relations:** Responsible for Policy Communication, ensuring awareness and adherence to systems and procedures, Grievance handling.
4. **Recruitment and induction:** Managed recruitments for different profiles
5. **Attrition and Exit Management:** Conducted exit interviews, Full and Final settlements and Attrition Analysis.
6. **Performance Appraisal:** Coordinated with dept Heads for timely appraisals.
7. **Training and Development:** Coordinated various Training Programs.
8. **Implementation of HRMS:** Key member for the design and implementation of HRMS System. Provided inputs on HR processes such as Manpower Planning, Recruitment, Performance Appraisal, Training & Development and Payroll Management.

**Achievements :**

* **Designing of Employee Handbook and Induction Kit** for Piramyd Retail Ltd
* **Outstanding Performance** **Award** in the first quarterly appraisalfor bringing Attrition rate from 28% to less than 10%
* **CEO’s Award for high potential and outstanding performance** in SodexhoPass.

**Total WORK EXPERIENCE: 6 yrs plus**

**Qualification details:**

* + PGDM in **HR** from IIMM, Pune with 75% Marks **(Distinction**).
  + **MLL&LW** from ILS (Pune University) with 70% Marks (**Distinctions)**
  + **Bachelor of Arts with Political Science Honours**
  + **Two years Diploma from NIIT (DNIIT Programme)**
* **Microsoft Certified Professional (MCP)**