

JINITA DESAI

Assistant Vice President – HR

Dynamic, visionary, & achiever with an unmatched track record in conceptualizing & implementing effective ideas & strategies; targeting leadership roles in HR.

Profile Summary

- **Enterprising leader with over 17 years of experience** in Human Resource Management, excelling in Recruitment, Compensation, Training & Development, and Employee Relations.
- Proven success in conceptualizing & Implementing programs that increase efficiency, **strengthen employee knowledge and capabilities**, improve leadership and maintain the overall health of a company.
- Excelled at leading the successful implementation of the **Employee Assistance Program and initiated the Global Knowledge Exchange program**, fostering a culture of continuous learning and development at Howden India.
- **Benchmarked, designed and implemented benefits programmes** that were cost effective, high value and reflected company and employee priorities.
- **Strong track record** of reducing hiring costs, improving retention rates, expanding diversity hiring, and meeting or exceeding corporate staffing goals.
- Showcased excellence in **developing compensation structure, talent management strategy and processes, talent acquisition strategy** and goals as well as cost containment of benefit plans.
- **Primary catalyst behind successfully executing change management processes** varied widely, serving purposes such as optimizing operations, fostering employee morale, mitigating attrition, and cultivating dedicated teams.
- Distinction in **managing grievances, conflicts, and disciplinary matters**, ensuring adherence to company policies and labor laws, conducting investigations when necessary, and providing guidance and support to both employees and management to maintain a positive and productive work environment.
- Developed a **comprehensive strategy to manage program delivery and organizational adoption, talent development**, and leadership effectiveness to continuously improve/mitigate risk around training initiatives.

Core Competencies

Organizational Development
 Complex Recruitment Strategies
 Change Management
 Talent Acquisition Strategies
 Employee Engagement Initiatives
 Performance Appraisal Systems
 Compensation Strategies
 Training & Development Frameworks
 HR Policy Formulation
 Employee Relations Management
 Diversity and Inclusion Programs
 HR Analytics and Reporting
 Talent Management Software
 Rewards & Recognition

Education

- Post-Graduation (PGDBA - Human Resources) from Welingkar Institute of Management Development and Research, Mumbai, 2013.
- Diploma (Human Resource Management) from Welingkar Institute of Management Development and Research, Mumbai, 2007.
- B.Com. from Mumbai University, 2004.
- Diploma (Visual Programming, Windows 98 & MS Word, Excel and PowerPoint) from Aptech Institute, Mumbai, 2004.

Work Experience



Since Jul'08| Howden Insurance Brokers India Pvt. Ltd., Mumbai |Assistant Vice President – HR

Growth Path:



Key Result Areas:

- Change Management Specialist, adeptly spearheaded a cultural transformation initiative following an acquisition, skillfully aligning the work cultures of two distinct entities.
- Employee Engagement Advocate, orchestrated a range of activities to enhance employee engagement. Through the implementation of innovative policies and wellness programs, including Menstrual Policy and Diversity and Inclusion initiatives, successfully elevated employee engagement scores.
- In the realm of Training & Development, launched LinkedIn Learning for all employees, organized in-house training sessions led by product experts, facilitated external training programs conducted by industry seniors and coaches, and implemented Leadership Training Programs, including POSH (Prevention of Sexual Harassment) sessions.
- Conducting training programs aligned with the skill matrix for every employee.
- Conducted extensive training sessions tailored for Management Trainees and ensured thorough inductions for new joiners.
- Diligently tracked and maintained the Training Calendar and HRMS (Human Resource Management System), successfully introducing and implementing a Learning Management System.
- Managing audits in the Human Resources domain.
- Evaluating and enhancing Performance Appraisal Systems, which include refining aspects such as goal setting, competency assessments, appraisal forms, and connections to variable compensation.
- Revising the sequence and implementing Performance Appraisal Systems (HRMS) for all employee categories.

- Reviewing and refining Performance Appraisal Systems, encompassing goal setting, competency assessments, appraisal forms, and variable compensation linkages.
- Coordinating the submission of payroll information to external vendors for the processing of salaries.
- Ensuring optimal manpower utilization through regular engagement with department heads.
- Overseeing recruitment across all hierarchical levels and coaching HR Executives in conducting interviews and evaluating candidates' behavioral competencies.
- Utilizing Employee Referral Schemes, Job Portals, Campus Recruitment, and Consultant networks nationwide for hiring.
- Orchestrating diverse Employee Engagement initiatives, including Reward and Recognition Programs.
- Coordinating an annual Away Day for employees across regions to foster interaction and enjoyment.
- Contributing to the creation of the Employee Handbook and launching the Howden India Website with guidance from the HR Head, CEO, and MD.
- Collaborating with Department Heads/Reporting Managers to align individual KRAs with department and business objectives.
- Directing, leading, and motivating the Workforce while offering continuous on-the-job training to enhance operational efficiency.
- Developing and implementing monthly training calendars and programs in consultation with department heads.
- Supported the Board of Directors and Managing Director by examining emails, letters, and self-correspondence.
- Managed interactions with Chartered Accountants, consultants, lawyers, and oversaw personal accounts.
- Streamlined and oversaw various business needs for the Director's office, including managing record and information systems, and coordinating upcoming project activities in collaboration with Regional Heads.
- Planned and executed events, conferences, and seminars for the Managing Director's office, overseeing office administration, and ensuring the proper functioning of office equipment.
- Coordinated with the UK office for essential meetings, calls, webinars, and video conferences.
- Enhanced the efficiency of the Managing Director's schedule by handling correspondence, conducted research, and drafted various letters and documents.

Significant Accomplishments:

- Establishing and implementing the Howden India Workplace in coordination with the UK team.
- Recognized for excellence, received the Best Employee Award in 2019 and consecutive League of Champions accolades in 2020, 2021, and 2022 for making significant contributions to the HR team.
- Achievements encompassed the introduction of an Orientation Programme for new recruits, successful implementation of a Buddy Program, oversight of Induction duties, management of Campus Recruitment & the Management Trainee program over a span of ten years.
- Acknowledged for contributions to UK PROJECTS, implementation of HRMS and LMS at Howden India, initiation of LinkedIn Learning for ongoing training, leadership in the League of Champions Rewards & Recognition Program, facilitation of the Great Place to Work survey, establishment of an Employee Assistance Program.
- Participation in the Global Knowledge exchange program, service on the POSH committee, and active involvement in CSR (Global Group Giving) activities.

Previous Experience



Jan'06 – May'08| Goldshield Services Pvt. Ltd., Mumbai | Sr. Executive Recruitment and Training

Apr'04 – Jan'06| Ahuja Constructions, Mumbai | HR & Admin Executive

Highlights:

- Tracked diverse recruitment channels, including referrals, consultants, job sites, and newspaper ads to fulfill departmental needs.
- Managed recruitment across various hierarchical levels, from Executives to Senior Management, overseeing the recruitment cycle from initial screening to final placement.
- Directed final rounds of interviews for candidates selected by junior recruiters, and identified and addressed employee training needs, creating monthly training schedules.
- Collaborated with trainers to organize skill-enhancement programs, gathered feedback on training effectiveness, and assisted in developing training calendars and evaluations.
- Tracked employee activities regarding confirmations, promotions, transfers, and separations, keeping employees updated on company policies and changes.
- Engaged with advertising agencies, finalized ad artwork, established service agreements with new vendors, maintained communication with recruitment agencies, and addressed consultant grievances.
- Notably reduced agency hiring from 80% to 50%, yielding substantial cost savings.
- Successfully recruited 500-600 individuals and established vital contacts with placement agencies in Mumbai & Goa, collaborating with other departments for the launch of new processes in the Goa office.

Personal Details

Date of Birth: 18th December, 1982

Address: 601, B wing, Crescent Grande, Nagardas Road, Behind Raj Chambers, Andheri East, Mumbai - 400069

Languages Known: English, Hindi, Marathi, Gujarati and Kutchi