

Curriculum-Vitae

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CAREER OBJECTIVE

Seeking opportunities to contribute to an energetic and forward looking team determined to excel in the current environment of challenges where Human Capital Management is deemed imperative with reputed organization.

CAREER PROFILE

Extensive background in **Holistic HR** portfolio; solid background in partner with line executives and management to proactively address business issues related to work force development, employee engagement and productivity.

DEMONSTRATED COMPETENCIES

- | | |
|--------------------------------------|-----------------------------------|
| • Resource Management | • Policy Formulation |
| • Forecasting & Planning | • Workforce analysis |
| • Recruitment and Selection | • Succession Planning |
| • Organizational Development | • Performance Management |
| • Policies and Programs | • Employee Relations |
| • Organizational Restructuring | • Strategic Leadership |
| • Background verification activities | • Internal and external HR audits |

PROFESSIONAL EXPERIENCE

HR Planning & Strategy

- ⇒ Partnered with Business leaders to develop organizational strategies, methodologies, tools and metrics to build people capabilities that optimize organizational capabilities.
- ⇒ Have been instrumental in formulating Human Resources strategy and policy in alignment with Business Objectives.
- ⇒ Have successfully deployed JD's and KRA Setting for roles in the organization to create uniformity and transparency of expectation and performance management across the organization.
- ⇒ Created organization and management structure aligning key reporting metrics to make it flatter for higher level of communication, speed of service and faster decision making.
- ⇒ Introduced & implemented ESAT feedback to align the HR strategies.
- ⇒ Aligned business objectives with concrete individual growth plan.

Forecasting & Planning

- ⇒ Coordinate with delivery and sales teams to help ensure that the right resources are scheduled on the right engagements at the right time; resolve engagement conflicts & identifying suitable resource as per the requirement needs through internal resource pool
- ⇒ Manpower Planning - Develop short and long term headcount projections and, identify opportunities for improving staff utilization; and execute action steps to address these opportunities
- ⇒ Create business ready resources from the existing pool in line with forecast

Recruitment and Selection

- ⇒ Experience in end-to-end recruiting process, including sourcing, interviewing, assessing candidates, managing offers and ensuring the process and all communication are conducted in a way that's efficient, fair, professional, and user-friendly
- ⇒ Determining appropriate recruitment strategies by working closely with business leaders and hiring managers; sourcing candidates by direct sourcing, referral and creatively identifying sources for candidates including job ads, associations, career fairs, educational facilities, employment agencies, networking, social media such as LinkedIn, websites, etc.
- ⇒ Building pipeline of talent by leveraging employees' networks and using creative marketing strategies to build brand awareness, also maintain database of active and passive candidates for current and future roles

Talent Management

- ⇒ Developed & implemented internal performance management dashboard including benchmarking, metric identification & performance measurement, target setting ,included training managers and team
- ⇒ Restructured & standardized the Onboarding of new hires into the organization to ensure strong foothold.
- ⇒ Designed & rolled out a comprehensive Reward & Recognition programs with flexibility at Business/ Function level
- ⇒ Developed succession plans for critical positions to improve business continuity, development and retention of high performers and ensuring bench strength for key positions

Compensation and benefits

- ⇒ Aligned the compensation & benefit planning in accordance to market imperatives & corporate guidelines
- ⇒ Designed and strategized compensation plans across functions and Business verticals
- ⇒ Created, implemented & upgraded salary bands to achieve internal parity
- ⇒ Experience in handling payroll through Saral Paypack
- ⇒ Compliance of PF, ESIC, PT and other labour laws

SKILLS SYNOPSIS

Operating Systems	Windows95/98/NT/2000/XP/Vista/7/8/10, MAC OS, Linux, Ubuntu
Office Suites	MS Office Suite, Open office Org, Adobe Acrobat
Processes/Technologies	MIS, Advance excel formulas – (Vlookup, PivotTable, SUMIF, etc.), ERP, Microsoft SharePoint, Microsoft Dynamics CRM, HRIS,
Portals	Naukri, Naukrigulf, Monster, Timesjobs, LinkedIn Premium and Recruiter Version, dice, ziprecruiter, indeed, careerbuilder
Social Media Tools	LinkedIn Recruiter/Premium Version, Wisestep, Skillpages Talentconnect, Facebook, Talentnow, Twitter etc.
HRMS/HRIS Applications	Saral Paypack, Orange HRMS, Adrenaline, HRInnova, Sapience, Microsoft Dynamics, Custom ERPs, Microsoft SharePoint, Taleo, Oracle HCM
Glassdoor	Sound understanding of managing and administrating the Glassdoor official page and optimizing propitious reviews and minimizing negative reviews. Unlocking free Glassdoor job posting.
Global Standards Experience	CMMI, ISO 9001:2015, ISO 27001, HIPAA
Geography Covered	India, North America (US), Middle East (GCC), Nigeria

PROFESSIONAL EXPERIENCE

MTPL

Company Profile: MTPL is wholly owned subsidiary of one of the leading retail giant Apparel Group UAE. The group has formidable presence with over 1750+ stores in 15+ countries across the globe with anchoring 75+ global brands with an annual turnover around of \$3 Billion USD.

Role: Manager – Human Resource (India)**Jun'19- Present**

Head - HR role in an aim to manage and spearhead Human Resource Department for Shared Services India (Ahmedabad, Bangalore, Mumbai, Delhi)

Key Deliverables:

- ⇒ Typically business partnering with **first line leaders to senior leaders** in a **7 Countries (Oman, Kuwait, Qatar, KSA, Bahrain, UAE, India)** / Business Unit / Group Function / Country Manager/ Country Management or Governance Team
- ⇒ **Talent Management** for **14 functions**
- ⇒ Effectively executed **HR and people related strategic initiatives** to support key business objectives in area of responsibility such as **Diversity and Inclusion ratios**
- ⇒ **Formulation** and adherence to HR processes and completion on key HR processes
- ⇒ Planned and Developed Workforce in terms of transitioning to the Shared Services

- ⇒ Compensation Benefits and **reward and recognition process identification**
- ⇒ **Local leadership** planning, performance assessment and confirmation processes
- ⇒ Closely partnering to **Country Business Heads, Global HR Team, and Senior Management** to execute HR as well as organizational goals
- ⇒ **Effective** creation of dashboards and presentation with respect to HR Analytics
- ⇒ **Apprised** senior leadership teams as well as global business heads about the chalking out the Human Capital Strategies for the regions
- ⇒ Successfully presented **Yearly Plan for Indian Operations** as **Country HR** in the **Global HR Meet** which was held at Global Headquarter **Dubai, UAE**
- ⇒ Played pivotal role in talent identification from premier institutes such as **NIFTs** and **IIMs**

Peerbits Solution

Mar'17 – Jun'19

Company Profile: Peerbits is an **ISO 9001:2015** certified and global IT solution company delivering web development, mobile application development, software development and IT consulting services of any complexity to clients worldwide. Peerbits carries trust of more than **300+ clients** spread across diverse business verticals. Our focus is to provide innovative mobility & web solutions to enterprises, startups and governments across the globe. We are nominated for **Best Mobile App Company** in Gujarat by **GESIA** and Awarded as "**Company of the Year**" in mobile-based solution by **Silicon India for the year of 2017**.

Role: Manager - HR

Manage and spearhead holistic HR Operations and Talent Management

Key Deliverables:

- ⇒ **Propounded** effective **advice** and **counsel** on assorted initiatives to promote conducive environment and effective implementation of the projects
- ⇒ **Facilitated** talent review and bilateral sessions with business leaders to improve organizational effectivity
- ⇒ **Apprised** on **compensation matrix** to ensure top talent was retained and reciprocated with apposite pay
- ⇒ **Accountable** for workforce planning; developed pipeline of talent to improve utilization of **intellectual capital**
- ⇒ **Scrutinized** trends and metrics to dot the measures and programs aimed at creating sustaining company culture;
- ⇒ **Partnered** with leadership to resolve convoluted **employee relations issues**; conducted efficacious and thorough investigations keeping all cases out of **litigation**
- ⇒ **Independently** led initiative of **digitalization** of HR records
- ⇒ **Designed** and facilitated leadership training to **alleviate legal risk** to the organization
- ⇒ **Employee Database** management & related report generation
- ⇒ **Negotiated** crucial points and delivered **best value proposition** out of eclectic service providers and vendors

- ⇒ **Liaise with multiple internal and external stakeholders** including the IT function for effective and smooth running of the Human Resources Information Systems for personnel records
- ⇒ **Diligently** vetted various **legal contracts** to comprehend technical nuances and articulated **legal risk to the senior management**.
- ⇒ Diligently performed Employee Background Verification as a **process owner**
- ⇒ Developed, Executed, Advocated **HR Policy and Code of Conduct**
- ⇒ Successfully outline **HR OPS** process map and **SOP** upkeep.
- ⇒ Track Monthly details of HR **budget** vs **actual**
- ⇒ Delivery of all types of **employment contracts as per SLAs**
- ⇒ Meticulous liaison with **external vendors** in order to negotiate **germane value proposition**
- ⇒ Strong co-ordination with departments specially **Finance, Administration and IT and Legal Team**
- ⇒ Ensure complete **documentation** at all stages and compliance of all SOPs
- ⇒ Processed **Payroll** of employees
- ⇒ Participating in Internal and External **Audit**
- ⇒ Issued all types of **letters** (appointment letter, offer letter, appraisal letter, visa invitation, etc.) and supervising the team members
- ⇒ Ensured all queries, **grievances** and escalations across the organization are resolved within committed TAT
- ⇒ Handling **disciplinary issues**, misconduct and non-compliance of HR policy
- ⇒ Ensured all Statutory Compliances & requirements (**Labor Laws**), Government reporting regulations and dealing / liaising with Government bodies
- ⇒ Formulated and Executed performance assessment parameters to screen the performance periodically
- ⇒ Handled Employee **exit process**, exit interviews & attrition analysis. Ensuring that the findings of the Exit Interviews are shared with Management / BU heads on timely basis, separation trends identified and action plans devised to address key drivers of attrition
- ⇒ Elucidating detailed **crucial communication** on behalf of company to **external parties**
- ⇒ Participate in **presentations** to other functional groups within the organization and engage in eminence building activities Human Capital
- ⇒ **Seamlessly** handled various sourcing channels: employment agencies, talent consultants, employment portals to ensure uninterrupted **manpower supply**
- ⇒ **Galvanize** a broad range of communication materials for a variety of audiences using multiple communication channels, including: **print, multi-media, social networks and web**
- ⇒ **Balance** multiple assignments and schedule workload to meet established deadline
- ⇒ Overseeing **International Delegation Management** and **Visa/Immigration** Process
- ⇒ Ensured **ISO** compliance, documentation, internal & external audits
- ⇒ **Celebrating** Festivals / Days, Sports / Corporate Events planning & management
- ⇒ Spearheading **Global Talent Acquisition**

⇒ End to End **Exit Management**

Accomplishments:

Independently led the process of **ISO certification**

Successfully executed **process digitization**

Introduced **Upskill Program** to meet the contemporary demand of cutting-edge **technical skills**

Effectively **pivoted** organization from the **people driven to policy driven**

Curbed the attrition rate from **16% to 8%**

OmniISM Technologies

May'15 – Mar'17

Company Profile: OmniISM Technology is wholly owned subsidiary of New York Based ISM, Inc. provides innovative IT solutions and services that help enterprise companies become more competitive. With deep roots in manufacturing, distribution, healthcare, and finance, we bring a wealth of experience and adeptness to the businesses we serve. Our customer-focused approach has earned the trust of clients across the globe. ISM, Inc.'s offerings include custom app development, enterprise mobility, cloud computing, e-commerce solutions, Microsoft solutions, business intelligence (BI) & data analytics, systems integration, custom software development, testing and quality assurance, and IT infrastructure.

Role: Team Lead - HR

Function as a HR Generalist, responsible for Design & Implement policy and Employee Relations, Employee On-boarding, Benefits/Compensation and Talent Acquisition

Key Deliverables:

- ⇒ **Design & Implement HR Policies** - Worked on designing & implementing all HR related policies along with other department heads as per the industry standards (Leave, Exit, BGC, Holiday, Referral, Recruitment etc.)
- ⇒ **Consulting managers and leaders** in the execution of the HR processes like New Joiner orientation, Performance management, Compensation, Salary revision, Annual Bonus Payouts, understanding pulse on the floor etc.
- ⇒ **Glassdoor** – Successfully claimed official Glassdoor page for the company and managed the Glassdoor Page in direction to optimize the propitious reviews and minimizing the -ve reviews
- ⇒ **Employee Branding** - Successfully planned and executed social media strategy in order to improve the branding of the company and reach to target audience
- ⇒ **Talent Acquisition** – Global Talent Acquisition
- ⇒ **Internal Process** - Articulated and documented existing processes thorough detailed recruitment document to get better insights of each set of mundane activities that not only helps in understanding processes internally, but also be useful to dig into different aspects of same process handled by multiple people
- ⇒ **Internal Systems** - Efficiently liaised between technical stakeholders in order to develop internal HRMS and PMS to avoid any loopholes and make it watertight as per the complex needs of the organization

- ⇒ **Performance Management System** – Effectively connecting transnational teams to assess and executive performance assessment cycle periodically
- ⇒ **Reports** - Attended the series of Scrum meeting in order to align with organizational mission and vision and prepared required document in the prescribed document to showcase departmental outputs on a weekly basis

Accomplishments:

Successfully drafted **internal policies and systems**

Effectively identified **process automation** in the department

Achieved approval rating from **2.5** to **4.2** on the **Glassdoor**

Maintained **HIPAA compliant** contingencies in the **organization**

By successful implementation of **HRMS and ATS** automatize **80%** of the internal processes

IndiaNIC Infotech Ltd

Jan '12 – May '15

About Company: IndiaNIC Infotech Limited is a renowned web, mobile app and game development company that offers a quick turnaround followed by quality development process for completing client's project in a given deadline. The state-of-the-art infrastructure and a strong workforce of over 500 professionals make it a competent player in web design and mobile application development domains.

Role: Sr. HR Executive

Key Deliverables:

⇒ **Pre-Joining**

- ⇒ Post-offer hand holding of the candidates.
- ⇒ Providing all job and company related information
- ⇒ Creating and maintaining a congenial mindset in the candidate's mind post-offer

⇒ **New Joiner Connect**

- ⇒ Preparing New Joiner Connect plan to increase the engagement of the new joiners and curb the new joiner attrition
- ⇒ Working on a new joiner welcome mail giving them the oversight of the organization and providing the link to all the important portals and sites
- ⇒ Introducing the new joiner to the team and assigning a buddy
- ⇒ Connecting with the new joiner within two days of their joining and connecting with them periodically to check in case they are satisfied and if they need any support

⇒ **People Connect Tracker**

- ⇒ Tracking the connects done by the HR team and the business leadership to analyze the query/concern trends and accordingly design and work on the action plan

⇒ **Employee Engagement**

- ⇒ Ensuring timely implementation of the engagement activities at Industry group level
- ⇒ Planning and organizing activities like All Hands Meet, Town halls, One-on-Ones, Skip Level meetings, HR Open Houses, Fun Hour, Team outings, Annual community events and celebrations, Open Door with the leadership etc.
- ⇒ Formulating & Conducting the R&R quarterly awards ceremony

- ⇒ Collating nomination, identifying the key performers and felicitating them through “Recognition” events at an organizational level. Planning and implementing an additional R&R program at Industry group level
- ⇒ Implementing Employee Satisfaction Survey and analyzing the survey results to gauge the employee connect and satisfaction and presenting it to the senior management

⇒ **HR Analytics**

- ⇒ Publishing and maintaining monthly/quarterly Business scorecards/dashboards on all HR delivery metrics like attrition reporting, feedback completion, Employee & Leadership survey analysis reports, R&R metrics dashboard, capability assessment test reports, exit compliance reporting.
- ⇒ Analyzing the attrition data and trends for the team and presenting it to the senior management

⇒ **Compensation and Benefits**

- ⇒ Coaching business leads on the usage of compensation tools to deploy promotions, and base increases while accounting for overall business impact
- ⇒ Responsible for end to end ownership of resolution of compensation queries on variable pay calculations/increment hike at “RMG Group” level
- ⇒ Providing insight to service delivery leads on overall merit hike across levels on rating grid and utilization % of budget
- ⇒ Reviewing ratings and promotion decisions across delivery units based on ‘Gap to Target’ & performance rating
- ⇒ Administering the compensation process across projects
- ⇒ Identifying the critical talent pool for base salary increases, and other incentives to ensure retention of top employees
- ⇒ Developing reports for auditing employee data based on level, skill set and salary surveys

⇒ **OD Interventions** - Interventions like focused group discussions, counselling and mentoring, team interventions, recognition programs etc.to improve employee engagement, Part of Internal Complaints Committee for Sexual Harassment

⇒ **Talent Acquisition** – Global Talent Acquisition

Accomplishments:

By virtue of **performance** got confirmed earlier than prescribed **probation period**

Played Pivotal Role in **ISO Re-certification**

Revamped Employee Onboarding Process with a satisfaction rate of **98%**

Unanimously voted as member of Sexual Harassment Committee by Staff

Achieved **95%** of assigned responsibilities in TAT

Awarded as **Most Punctual Employee**

Successfully devised and implemented transformation of **HRIS to HRMS** system

E-Infotech**Jan '10 – Dec '11****Role: HR Executive****Key Deliverables:****⇒ Recruitment, Selection & Documentation**

- ⇒ Recruited employees from executive level to managerial level through all the sources of Recruitment: refined search from job portals, Campus Recruitment, placement Fair, Placement agencies and references
- ⇒ Interviews, recruitment and meeting end to end requirements of the organization in ensuring the adequate sourcing of manpower for its different departments
- ⇒ Kept updated records and important documents for systematic maintenance and retrieval

⇒ Induction & Orientation

- ⇒ Ensure smooth joining process of employees
- ⇒ Provide them knowledge on Organizational Values
- ⇒ Introduced Friend & Guide Concept
- ⇒ Ensure employees are well verse with company's policies and procedures

⇒ Separation & Employee Exit

- ⇒ Exit Interviews and convincing critical employees for retention
- ⇒ Ensure No Dues clearance & employees are giving proper notice on resignations as per the terms of appointment
- ⇒ Managed recoveries on shortfall of notice period and PL encashment

⇒ Reports/Operations

- ⇒ Presented Dashboard related to HR
- ⇒ Payroll Report in coordination with Finance team
- ⇒ Closure of Involuntary Resignation on grounds of Performance/Disciplinary issues
- ⇒ Analysis submission on causes of employee turnover and suggest and implement action plans to reduce attrition ratio

Cygnnet Infotech**Jul '08 – Jan '10****Role: Executive – Research (Web)****Key Deliverables:**

- ⇒ Monitored shift activities
- ⇒ Prepared daily shift report
- ⇒ Solved queries of other researchers
- ⇒ Prepared IDR & MPR according to ISO Standards
- ⇒ Did QA of different processes
- ⇒ Followed up the procedures as per QISMS Policies
- ⇒ Mentored training and developing the team members to ensure error free and smooth operations
- ⇒ Coordinated with departments to execute the systems, procedures and policies

- ⇒ Prepared Market Research Project wise
- ⇒ Data Research
- ⇒ MIS Reporting
- ⇒ Maintained/Updated reports on Microsoft SharePoint & Microsoft Dynamics CRM

⇒ **Nationality:** Indian

⇒ **Marital Status:** Married

⇒ **Education:**

MBA/PGDM – Distinction – Symbiosis University

Diploma in Labour Laws Practice – Gujarat University

LLB – Pursuing – Gujarat University

⇒ **Certifications:**

Essentials of Labour Laws – Ahmedabad Management Association

Certification in HR Management & Analytics – Amity Future Academy

Certification in Advance MS Excel – Tata Steel Learning

Certification in PHP Programming

Certification in A+(Computer Hardware)

Certification in N+(Computer Networking)