

Neelam Pandey

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Accomplished **HR professional** with proven career in conceptualizing & implementing effective ideas & strategies that can add value to organization through inspiring leadership,; targeting to express potential in strategic level assignments in **Generalist Human Resource Management & HRBP** with an esteemed organization by leaving a mark of excellence on each step by effectively balancing needs of employees & missions of the organization

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PROFILE SUMMARY

- **A dedicated professional** with **over 8 years** of experience in driving strategic HR operational initiatives to realize bottom-line results, streamlining operations and heightening employee productivity by mastering HR situations in close coordination with senior management for integrating human resource functions with overall business goals and industry standards
- Directed the strategic framework for **Talent Acquisition & Employee Relation Activities, Recruitment & Selection, Emotional Intelligence, Legal & Liaison Work, Statutory Compliances** based operations; deep understanding of industry related issues, employee satisfaction and staff development
- **Exhibited excellence in formulating policies** for workforce planning, internal control, induction, orientation & development of new candidates, employee engagement activities, employee grievance management & bringing in innovative and advanced practices
- **Expertise in partnering with business leaders** in assigned service areas for ascertaining talent needs, business strategy and manpower projections, hiring candidates using cost-effective techniques, resource management, driving the culture from top to bottom approach, establishing strong feedback system
- **Skills in analyzing HR processes and streamlining systems**, focusing on improving processes, promoting reliability, increasing simplicity and enabling scalable growth
- Capabilities in leading **on-boarding, induction, employee engagement activities, Exit and Full & Final Settlement management**
- Proven business **acumen in managing the employee lifecycle functions** while ensuring accurate & timely compliance enhancement



CORE COMPETENCIES

Human Resource Management

HR Policies and Procedures

Human Resource Business Partner

Performance Management System

Stakeholder Management

Employee Engagement & Grievance Mgmt.

Talent Acquisition & Retention/
Lateral Hiring

Recruitment & Selection

Budgeting & Cost Optimization

Continuous Process Improvement/ Transition & Automation

Organizational Improvisation

Liaison & Coordination

Rewards & Recognition



WORK EXPERIENCE

Assistant General Manager -HRBP, Vodafone idea Limited, Ahmedabad, Since Nov'21

Key Result Areas:

- Managing and leading the end to end HR operations in the circle
- Coordinate with the central team to close the circle level vacancy
- Driving the diversity agenda for the circle. Providing significant improvement in HR practices within the business unit through several initiative
- Managing employee relation and liaison in the B.U. open house, focus group, skip & so on; presenting the HR updates in review meet
- Participating in formulation of **strategic annual business plans** and conducting business performance / monthly & quarterly reviews; collaborating with senior management for successful resourcing and deploying expansion
- Planning **human resource requirements** in consultation with heads of different functional & operational areas and conducting selection interviews
- Managing **Appraisal Process with teams**, assessing data and conducting discussions for substantiating Performance Appraisal System linked to Reward Management
- Delivering operations & HR processes pertaining to **Talent Management, Reward, Capability Development, Employee Life Cycle Management, Leadership Development & Talent Demand/Supply Processes**
- Spearheading end-to-end **recruitment lifecycle** and ensuring adherence to the process with involvement in vendor management, rate negotiation & finalization and monitoring of vendor performance
- Administering the entire gamut of **HR operations** including employee on-boarding, performance management, compensation, payroll, employee engagement & attrition control
- Generating month-on-month **Attrition & Variance Reports**; formulating & implementing multiple retention strategies for key resources and executing internal movements in collaboration with Team Leaders

Significant Highlights:

- Fostered a data driven culture and coordinated all phases of recruitment
- Worked with department heads to understand their talent needs and reduce the time to hire to fill those needs by 65%
- Researched and adapted a new benefits plan that helped to improve employee satisfaction by 7%
- Conflict resolution & Grievance Management
- Assisted managers in the use of objective and performance reviews as coaching tools for individual development
- Rolled out HR Policies & Implementation, especially in remote locations
- Administered WORKDAY HRIS system: Assisted managers in entering new hire information, termination and process employee changes and updates; Assisted managers with the ADP e-time & HR SharePoint system and leave benefits
- Managed Cut benefits costs by 16% by negotiating favourable Manpower contracts
- Assisting stakeholders in determining training needs and working to find the best solutions to meet those needs
- Directed **exit decisions** basis discussions with Department Heads and analysing the replacement costs in accordance with the AOP
- Audited the existing **benefits packages and total remuneration** (cash remuneration plus benefits) against employer and employee needs and consistently benchmarked them against comparable organizations across the globe
- Formulated **manuals, SOPs and process maps** and ensuring adherence with policies and process including change control, compliance activities, audits, scheduled walkthroughs, checklists, logs; streamlining Performance Management System, Rewards, Recognition, Retention Plan in the Group
- Provided guidance on how to **best drive employee engagement and productivity** while limiting legal risk exposure through strong knowledge of employment law
- Administered & ensured that all **back-end HR Operational processes** are managed effectively in terms of TAT, accuracy, frequency & compliance leading to seamless service delivery



PREVIOUS EXPERIENCE

Assistant Manager , Bluedart Express, Ahmedabad, Jul'14 – Apr'17

Key Result Areas:

- Managed all Human Resources functions in a 500-employee ecommerce firm
- Administered training & development, employee engagement, interviewing, and documentation in PRIDE HRIS system
- Managed recruitment for 32 key employees. Drove lead time for recruiting process from 65 days down to 35 days in one year
- Successfully increased retention by 25% through employee retention programs
- Raised training and development hours 15% per employee per



PROJECTS

- Internal HR Audit
- Standard on -boarding process
- Workday Implementation
- State Compliance Internal
- Mini Maps Training for Professionals
- Performance Management review
- Covid 19 Vaccination Drive
- Virtual employee engagement



EDUCATION

- **PGDM-HR**, Institute of Technology & Management, Mumbai, 2014
- **Bsc. Chemistry**, R.A.Seth Bhavans College of Science, Ahmedabad, 2010
- **HR Analytics**, Indian Institute of Management, Ahmedabad, 2019



PERSONAL DETAILS

Date of Birth: 15th April 1990

Present Address: Ahmedabad - 382424

Languages Known: English, Hindi & Gujarati