

# Ishita Shivhare

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Current Location: Ahmedabad

HR Professional with 8 years of experience in HR process transitions, Labour compliance, HR Policies, Employee Management, Talent Acquisition and applied expertise with leading HR systems (Workday, ADP, SAP success factors).

Talent Acquisition

Performance Management

Exit Management

Employee Engagement

HR Analytics & Business Partnering

Quality & Audit Management

Compliance & Audit

SAP & Workday HR Modules

Policy & Processes

## Career Abridgement

- A result oriented qualified professional with degree in **MBA (Human Resource)** and **Bachelors of Commerce** with experience in service industry in companies like **HCG Hospital, The Sandesh Ltd., Telenor, Sterlite Technologies Ltd.**
- **Cross-functional experience in all spheres** of human resource management, employee development and engagement, strategic workforce planning and career progression across diverse organizational domains
- Displayed high level of expertise as a **Change Catalyst** in execution of SAP Success Factor, Workday (HRIS Software), Talent Acquisition, Career progression and succession planning, Resource Management, Internal Job Posting, Induction Program, Graduate Trainee Program, Employee engagement & retention, Strategic Workforce Planning, Resource Optimization
- Well-versed in supporting **people development** roadmap in the company, induction programs, graduate trainee programs, campus placements, employee engagement programs, organisational projects etc.
- **Track record of success** in supporting end-to-end talent management procedures to build a talent pool, create growth opportunities for employees, undertake succession planning and maintain a higher retention ratio
- Posses **strong inter personal skills**. A dynamic go-getter & quick learner with ability to work under pressure and meet deadlines

## Organisational Scan

Feb' 2018: Sterlite Technologies Ltd, Ahmedabad as Assistant Manager – HR



### Job Profile:


- Assess and anticipate human resources-related needs
- Transfer & Job rotation of employees as per guidelines
- Identify training needs and create or procure a professional development curriculum
- Monitor training programs to ensure that training objectives are met
- Provide input on workforce and succession planning as well as plans business unit restructuring
- Develop and nurture partnerships through human resources to bridge the divide between management and employees
- Maintain awareness of the culture, plans, financial position, and competition of the business units under the HR purview
- Conduct weekly meetings to check in with business unit
- Consult regularly with management and provide guidance when appropriate
- Collaborate with colleagues in the human resources department to develop policies, programs, and solutions
- Analyse data trends and metrics to inform business decisions
- Mediate and resolve employee relations issues; conduct thorough and objective investigations when necessary
- Find ways to build morale, improve workplace relationships, and boost productivity and retention
- Interpret human resources policy to company management
- Conduct "O" day Induction & schedule Full day induction of new joiners
- Processing Performance linked incentive quarterly
- Processing Mid-Year & Annual Performance Review
- Hi-Pot mapping of employees
- Implementation of Individual development plan
- Conducting Early warning signal & Succession Planning

### **Additional Responsibilities:**

- HR audit SPOC for Software Business Unit (Internal & External audit)
- Managing monthly, quarterly & annual compliance for Software Business Unit
- SPOC for functionality issues faced by employees in HRMS (SAP – Success Factors) for pan STL
- HR Policy & Process SPOC for Software Business Unit
- Closely working with Central team in HR process & policy integration

### **NOTABLE ATTAINMENTS**

- YoY savings of 20 Lakhs by movement of Dubai based employees
- Implemented all the modules of SAP – Success Factors for pan STL in a span of 8 months
- Automation of HR related activities (HRMS, No Dues, F&F)
- Policy & Process integration with central & other STL business units
- Institutionalize different sort of trackers into HR
- Won Star Performer of the month
- Won Team Award for EVP project

**Jan' 2014 to Dec' 2017: Teamlease Services Ltd. as HR Generalist (On Deputation at Telenor  )**

### **NOTABLE ATTAINMENTS:**

#### **Talent Acquisition & Management**

- Online hiring through Workday Software
- Holds distinction of handling **recruitment & joining** of approximately 40-50 employees on monthly basis
- Handling **On boarding & buddy programme** of new joiners
- Performance management, HR Operations and Database administration
- Identifying **"Early Warning Signals"** & proceeding for **succession planning**
- Smooth employee **exit management** and **ensuring compliances**
- Identifying best practices of Industries & executing effective **EVP plan** that differentiates organisation from competition

#### **Talent Engagement & Communication**

- Managing content for **Monthly HR Newsletter** and electronic direct mailers for employees
- Effectively coordinating with cross functions in executing best **competency mapping model** across Circle
- Developing new and **innovative ways to engage** with employees including seeking and acting on their feedback to identify the most effective methods
- Launched employee **engagements initiatives** like Skip level meet, Coffee with CBH, Here to HR, Offsite meet, Fun @ Work, Fun with Family, Employee Well-Being, Joy of Giving, Fun on the Field, Festival celebration etc
- Organising **quarterly reward & recognition** program at Circle level
- Support in conducting **Midyear & Annual Engagement Survey** - Developing & Executing Action Plan for the year
- To **support cultural change** across Circle

#### **HR Operations & Performance Management**

- Hiring & Exit of employees in **Workday**
- Ensuring timely modification & execution of **HR policies & processes**
- Ensuring smooth & timely process of employee joining, confirmation, **appraisals, HRMS, grievances, salary inputs, Incentives** etc.
- Maintaining & preparing **HR analytic reports** on regular basis
- **Automating few HR operations** related processes to reduce the dependency
- Conducting **quarterly audit of HR compliance** related documents & ensuring "0" NC on the same
- Assuring smooth & timely completion of **Goal settings, Mid Year evaluation & Annual Appraisals** into the system

#### **Special PAN India Project & CHRO assistance**

- Implementation of Workday for Telenor - India
- Open Mind Project (**Diversity hiring for India**) – 100+ Special employee recruited and Diversity moved from 6% to 15%
- **Succession Planning and Career Progression** – 100% successor creation & 37% Talent Mobility, 21% Vertical movements
- Support Org with **HR Digital Transformation** (HRIS, Mobile HR Apps, Online HRMS, Workday, Communicator, Lync meets, Job Portals etc.)
- Campus Recruitment & Management Trainees, 90 days robust program implementation
- **Other projects** – Early Warning Signals, HR KPI Dashboard, Win Back, Employee Wellness, Job Architecture, etc.
- Felicitated with **YOUNG ACHIEVER'S AWARD** (State Level) within 10 months of joining

**NOTABLE ATTAINMENTS:**

- Successfully recruited more than 120 employees at National Level
- Conduct employee induction/orientation, training programs (Technical / Soft Skills / Knowledge) & engagement activities
- Joining till Exit management and ensuring compliances, as per ISO standards
- Leadership Engagement Programs –Need Identification, Strategy linkage, Planning & Execution
- Developing Value Stream Mapping for processes and policies to find gaps and suggest the alternates
- Managing & guide the cross-functional People Engagement team with categorization of Engagement areas
- Lead local grievance process activities to ensure resolution of all grievances filed
- Performance management, HR Operations and Database administration

**NOTABLE ATTAINMENTS:**

- **Individual contributor** in successful implementation & execution of HR policies & HR Practices at HCG Cancer Centre
- Recruited approx 80 critical positions at both centres in the span of 1 year & recruited approx 190 other medical & para medical staff
- Initiated **Campus recruitments** for Para- medical staffs
- Launched & action planned **Employee engagement survey**
- Conduct employee induction/orientation, training programs (Technical / Soft Skills / Knowledge) & engagement activities
- Successfully launched & processed various HR operational activities through "**SARAL Payroll**" software
- Contributed in achieving **NABH certification**
- **Major OD projects handled** – JD Alignment, Job Profiling, Roles & Responsibility Sign Off, Skill & Competence Mapping, Compensation Restructuring, Departmental Relationship Matrix, etc.

**Technical Knowledge**

<b>2011 – 2012:</b>	Saral Paypack Software (Relyon)
<b>2013 – 2014:</b>	SAP (HR Module)
<b>2014 – 2018:</b>	Workday Software
<b>2014 – 2018:</b>	ADP Software
<b>2018 – Till date:</b>	SAP - Success Factor Software
<b>2018 – Till date:</b>	ZOHO Project Management Software
<b>2018 – Till date:</b>	Enforce+ Portal
<b>2010 – Till date:</b>	MS Word, MS Excel and MS PowerPoint

**Academic**

<b>Pursuing</b>	<b>LLB</b> from Gujarat University (3 <sup>rd</sup> Year)
<b>2011</b>	<b>MBA (Human Resources)</b> from Gujarat Technological University with 7.9 CPI, 1 <sup>st</sup> division (Topper in college)
<b>2009</b>	<b>B.Com</b> from GLS (IC), Gujarat University with 73%, 1 <sup>st</sup> Division
<b>2006</b>	<b>12<sup>th</sup> Standard</b> from Gujarat Board with 79%, Distinction
<b>2004</b>	<b>10<sup>th</sup> Standard</b> from Gujarat Board with 77%, Distinction

**Skill Set**

- Negotiation and analytical skills
- Ability to multitask and prioritize simultaneous programs under tight deadlines
- Experience working with senior management through verbal and written communications
- Ability to self-start, find solutions and deliver results within strict deadlines
- Ability to handle fast-paced, high-pressured environment
- Extreme attention to details and ability to produce zero-defect work
- Strong relationship management skills, organizational skills, coordination skills and ability to work cross-functionally
- Strong MS Office skills (Word, Excel and PowerPoint).

**Personal Dossier**

<b>Date of Birth</b>	: 8 <sup>th</sup> April, 1989
<b>Father's Name</b>	: Mr. Ajay Shivhare
<b>Permanent Address</b>	: Vasupujya Tower, Naranpura, Ahmedabad, Gujarat, India – 380013.