

NEERAJA SHOKEEN

Human Resources Manager

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Driven and passionate Human Resources professional with a proven track record of fostering positive work environments, managing talent, and driving organizational growth within the hospitality industry seeks challenging Regional Human Resources Manager role. Experienced in HR operations, learning and development, and employee relations, and eager to leverage expertise to contribute to a thriving and successful hospitality organization. Possesses strong leadership, communication, and problem-solving skills, and a deep understanding of labor laws, compliance, and best practices within the industry. Committed to creating a positive and productive work environment that fosters employee engagement, development, and alignment with business goals. Here's a more polished and professional version strong focus on fostering a positive and inclusive workplace culture. With a deep understanding of people and organizational dynamics, I specialize in talent management, employee engagement, and HR compliance. My approach is centered on creating meaningful employee experiences, driving performance, and aligning HR strategies with business objectives. Passionate about building high-performing teams, I strive to cultivate an environment where employees feel valued, motivated, and empowered to succeed.

Professional Summary

- Successfully managed all aspects of human resources and talent development within recognized hospitality brands.
- Developed and implemented HR strategies aligned with business objectives, promoting a positive and compliant work environment.
- Experienced in overseeing end-to-end recruitment, onboarding, and workforce planning, ensuring smooth and efficient processes.
- Designed and executed training programs for employees at all levels, enhancing workforce capabilities and promoting growth.
- Strong knowledge of labor laws, compliance, and best practices within the hospitality industry.
- Proficient in HR software, including HRIS, LMS, and digital learning tools, leveraging technology to streamline processes.
- Proven ability to manage employee relations, resolve conflicts, and foster a positive and productive work environment.
- Successfully implemented performance management systems and employee engagement programs, driving a culture of performance and growth.
- Adept at managing compensation, benefits, payroll, and HR technology systems, ensuring accuracy and compliance.

Work Experience

Pre opening Human Resources Manager Jan 2024 - Present
Skywave Suites Operated by Lemon Tree Hotels (Gurgaon)

Pre opening job responsibilities:-
Compliance & statutory
Talent acquisition & Recruitment & onboard
Manpower plan
Employee engagement activities
Payroll
Leadership foster culture & values
Learning Development upskilling & reskilling employees

1. Pre-Opening Planning & Compliance

- Develop HR policies, procedures, and employee handbook in line with local labor laws and company standards.
- Ensure legal compliance for hiring, contracts, and workplace safety.
- Coordinate with the brand's corporate HR team to align policies.
- Assist in obtaining necessary work permits and licenses for employees if required.

2. Talent Acquisition & Workforce Planning

Technical Skills

HRIS	●●●●●
LMS	●●●●●
Recruitment	●●●●●
Onboarding	●●●●●
Training	●●●○○
Performance Management	●●●●●
Employee Relations	●●●●●
Labor Laws	●●●●●
Compliance	●●●●●
Data Analysis	●●●●●

Soft Skills

- Communication
- Interpersonal
- Leadership
- Problem-solving
- Conflict Resolution
- Teamwork
- Coaching
- Adaptability
- Organization
- Time Management
- Learning & Development

Core Competencies

- Strategic Human Resources Management
- Talent Acquisition & Development
- Employee Relations & Engagement
- HR Compliance & Legal Knowledge
- Performance Management & Training
- Learning & Development
- Employee engagement
- Certificate Posh trainer
- Pay Roll & statutory compliance
- Annual return file in labour law
- Apprenticeship online portal
- CLA licence online & welfare online portal

Certifications

- Posh Prevention of Harassment in Workplace Certificate
ISTD New Delhi
(2024)
- Posh Prevention of Harassment in Workplace Embracing Life
(2024)

Develop a manpower plan based on operational needs.

Create job descriptions for all hotel roles.

Handle mass recruitment drives for all departments (front office, housekeeping, F&B, kitchen, engineering, etc.).

Conduct interviews, onboard new hires, and issue employment contracts.

Coordinate with recruitment agencies, job portals, and hospitality schools.

3. Employee Onboarding & Training

Design and implement an orientation program for all employees.

Plan and conduct brand training to ensure employees understand service standards.

Train managers on HR policies, PoSH compliance, and leadership skills.

Set up the learning & development framework for ongoing training.

4. HR Systems & Payroll Setup

Implement HRIS (Human Resource Information System) for employee records.

Coordinate with finance to set up payroll, benefits, and taxation.

Establish attendance and leave management systems.

5. Employee Engagement & Culture Building

Develop a strong hotel culture from the start, aligned with brand values.

Set up employee engagement activities to build morale.

Implement recognition and rewards programs.

6. Pre-Opening Operations & Coordination

Work closely with General Manager and Heads of Departments to align HR needs.

Provide support in preparing for hotel inspections and brand audits.

Establish the Internal Complaints Committee (ICC) for PoSH compliance.

7. Post-Opening Transition

Ensure a smooth transition from pre-opening to full operations.

Identify any gaps in workforce planning and address hiring needs.

Monitor employee retention and improve retention strategies.

Achievements:

1. Pre-Opening Planning & Compliance

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Asst. Human Resources Manager Jan 2018 - Jan 2024 *Radisson Blu Hotel New Delhi Paschim Vihar (New Delhi Paschim vihar)*

As Assistant Human Resources Manager, provided support to the Human Resources and Learning & Development department, contributing to a positive and compliant work environment while assisting with talent management and fostering a culture of growth within the hotel.

- Provided comprehensive support to the Human Resources and Learning & Development department, contributing to a positive and compliant work environment while supporting talent management initiatives.
- Assisted in managing recruitment and onboarding processes, ensuring a smooth and positive experience for new hires and supporting effective workforce planning.
- Supported the implementation of performance management systems, facilitating regular feedback, and contributing to a culture of continuous improvement and development.
- Collaborated in designing and delivering engaging training programs for employees at various levels, enhancing skills and knowledge within the hotel.
- Assisted in managing employee relations, supporting conflict resolution processes, and contributing to a positive and productive work environment.
- Ensured adherence to labor laws, company policies, and industry regulations, contributing to a legally compliant and ethical workplace.
- Provided support in administering compensation, benefits, and payroll, ensuring accuracy and compliance with relevant regulations.

Achievements:

- Contributed to the successful implementation of a new employee onboarding program, resulting in [Quantify achievement, e.g., improved new hire satisfaction or reduced time-to-productivity].
- Supported the development and delivery of a training program for [Specific skill or department], resulting in [Quantify achievement, e.g., improved guest satisfaction scores or increased departmental efficiency].

Human Resources Manager Aug 2013 - Jan 2018 *Country Inn & Suites by Radisson Satbari Delhi (New Delhi satbari)*

As Human Resources Manager, responsible for overseeing all aspects of human resources and learning & development, ensuring a positive work environment, compliance with labor laws, effective talent management and a culture of continuous learning and growth.

- Managed all aspects of Human Resources and Learning & Development, cultivating a positive and compliant workplace while championing talent development and organizational growth.
- Oversaw full-cycle recruitment and onboarding, ensuring a seamless integration of new hires and contributing to efficient workforce planning.

- Designed, implemented, and assessed the effectiveness of training programs tailored for all employee levels, enhancing skills, knowledge, and promoting a culture of continuous learning.
- Managed employee relations, proactively addressed conflicts, and fostered strong working relationships to cultivate a harmonious and productive work environment.
- Successfully implemented performance management systems, facilitated regular feedback sessions, and provided development opportunities to employees, promoting a culture of high performance.
- Ensured strict adherence to labor laws, company policies, and industry regulations, maintaining a legally sound and ethical workplace.
- Managed compensation, benefits, and payroll, ensuring accuracy, timeliness, and full compliance with legal requirements.
- Utilized HR technology systems, including HRIS, LMS, and digital learning platforms, to streamline processes, enhance efficiency, and support strategic HR initiatives.

Achievements:

- Reduced employee turnover by [Quantify achievement, e.g., percentage or absolute number] by implementing strategic retention initiatives, improving employee engagement, and fostering a positive work environment.
- Improved employee performance scores by [Quantify achievement, e.g., percentage increase] after implementing a new performance management system, providing regular feedback, and offering targeted development opportunities.

HR Executive Oct 2011 - Oct 2013

Majestic Park Plaza, Ludhiana (Punjab India)

As HR Executive, provided support in various human resources functions, contributing to a positive and productive work environment while assisting with talent initiatives and ensuring legal compliance.

- Provided support in managing various human resources functions, contributing to a positive and productive work environment while upholding compliance and supporting talent initiatives.
- Assisted in recruitment and onboarding processes, ensuring a smooth and efficient experience for new hires and contributing to effective workforce planning.
- Supported the implementation of performance management systems, facilitating regular feedback and contributing to a culture of performance improvement and development.
- Assisted in designing and delivering training programs for employees, enhancing skills and knowledge across different departments.
- Aided in managing employee relations by supporting conflict resolution and contributing to maintaining a positive and productive work environment.
- Ensured compliance with labor laws, company policies, and industry regulations, contributing to a legally compliant and ethical work environment.

Achievements:

- Successfully assisted in implementing a new employee onboarding program, which led to smoother transitions for new hires and reduced time to productivity.
- Contributed to the development of a training program focused on [Specific skill or department] that led to improved [Quantifiable outcome, e.g., guest satisfaction scores or departmental efficiency].

HR Associate Sep 2009 - Oct 2011

The Pride Park Premier, Gurgaon (Gurgaon)

As HR Associate, provided support in various Human Resources areas, contributing to a positive work environment, ensuring compliance, and assisting with talent management initiatives.

- Provided administrative and operational support to the Human Resources department, contributing to a positive work environment and ensuring compliance with company policies and legal requirements.
- Assisted with various aspects of the recruitment and onboarding processes, ensuring a smooth and positive experience for new hires.
- Supported the implementation of performance management systems, contributing to a culture of feedback and promoting employee growth.
- Assisted in the administration of compensation, benefits, and payroll, ensuring accuracy and compliance with relevant regulations.
- Contributed to maintaining accurate employee records and ensuring data integrity within the human resources information system.

Achievements:

- Successfully supported the implementation of a new employee onboarding program, leading to [Quantify achievement, e.g., improved new hire satisfaction or quicker integration into the company culture].
- Contributed to the streamlining of HR processes, resulting in [Quantify achievement, e.g., improved efficiency in handling employee inquiries or a reduction in processing times].

Industrial Trainee Oct 2005 - Mar 2006

The Taj Mahal Hotel, New Delhi (New Delhi)

As an Industrial Trainee, gained valuable experience in various Human Resources functions, developing a foundational understanding of HR operations, legal compliance, and talent management within a fast-paced hotel environment.

- Gained practical experience in various human resources functions within a fast-paced, luxury hotel environment, developing a foundational understanding of HR operations, legal compliance, and talent management.
- Assisted with administrative tasks related to recruitment, onboarding, and workforce planning, gaining exposure to the employee lifecycle within a large hotel.
- Shadowed experienced HR professionals in handling employee relations, performance management, and compliance matters, developing a practical understanding of key HR functions.
- Contributed to maintaining accurate employee records, ensuring data integrity, and gaining familiarity with HR information systems.
- Assisted with the administration of training programs, gaining exposure to learning and development initiatives within the hospitality industry.

Achievements:

Successfully supported the HR team in [Specific project or initiative, e.g., organizing a recruitment drive or implementing a new HR policy] contributing to [Quantifiable outcome, e.g., increased candidate pool or improved policy compliance].

Education

Postgraduate Diploma in Training & Development (2022 - 2024)
Postgraduate Diploma in Training & Development

MBA - HR (2009 - 2011)
MDU University

BSC in Hotel Management (2005 - 2008)
BSC in Hotel Management, Dehradun

Specialized course in Production & F&B Service Management
American Hotel & Lodging Association(AH&LA) - USA

Achievements

- Awarded "Appreciation from General Manager" at Country Inn & Suites by Carlson in 2016 and 2017, demonstrating a consistent record of exceeding expectations.
- Successfully completed specialized training in "Talent Assessment & Behavioral Interviewing Skills" in 2017, showcasing a dedication to professional development and expertise in talent acquisition.
- Participated in the "HR/L&D Workshop 2017" organized by Carlson Rezidor Hotel Group, indicating a commitment to staying abreast of industry trends and best practices.
- Received the "Sparsh Certificate for Gratitude" from the Disabilities Children Association, highlighting a commitment to social responsibility and community involvement.

Projects

Evaluation E-learning competency &

- Evaluated e-learning competency and effectiveness regarding hospitality soft skills and telephone etiquette.
- Assessed existing training materials and identified areas for improvement in content, delivery, and learner engagement.
- Contributed to the development and implementation of enhanced e-learning modules aimed at improving employee soft skills and telephone etiquette standards.

Hobbies

Meditation, Painting, Gardening

Languages

English, Hindi

1. Successfully implemented HR initiatives resulting in 90% employee satisfaction and 85% employee retention.
2. Developed and delivered training programs resulting in 20% increase in employee skills assessment scores.
3. Improved employee engagement by 15% through recognition programs and communication.
4. Ensured 100% compliance with labor laws and regulations.
5. Received appreciation from General Manager, Country Inn & Suites by Carlson (2016 & 2017).

Professional Skills:

1. HR Policy Development and Implementation
2. Recruitment and Selection