

## **HUMAN RESOURCES PROFESSIONAL**

Accomplished professional, skilled in partnering with internal and external management stakeholders to strategize, establish and meet departmental and organizational HR needs in start-up, high growth, and mature corporate environments in domestic and international venues. Provide strong blend of business acumen, innovation, and cross-functional business & HR skills to consistently exceed or meet organizational goals. Skilled in relationship building, presentations, and negotiations with key internal and external decision makers.

- Drive HR strategies and own end-to-end HR functions for a wide range of technology and financially based process / positions.
- Track and report metrics; identify trends; generate comprehensive management reports.
- Experience includes working for large technology corporations.

### **Strengths include:**

**Workforce Planning**  
**Organization Development**  
**Performance Management**  
**HR Policies/Manual**  
**HR Budgeting**  
**HR Technology**

**Talent Acquisition**  
**Learning & Development**  
**Balance Score Card**  
**Disciplinary/Legal Management**  
**Compensation & Benefits**  
**Business Process Re-engineering**

**Talent Management**  
**Employee Engagement**  
**Competency Management**  
**Rewards & Recognition**  
**HRIS Payroll**  
**Project Management**

**Technology, Financial, Business and Domain related Human Resources Expertise.**

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## **EXPERIENCE**

<b>Polaris Consulting and Services Ltd (Intellect Design Arena Ltd.),</b> Gurgaon, India <i>A leading Financial Technology Provider in HR &amp; Payroll Domain – Adrenalin e-Systems Ltd.</i>	Apr. 2015 – Present (On Consulting Assignment)
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### **Senior Business Analyst / Functional Consultant – Human Resources**

To engage in the business of providing optimal solution to Human Resource Operations and Payroll Management process for the entire gamut of Employee Life Cycle.

#### **Jubilant FoodWorks Ltd, Noida, India**

- To understand the complete functions of HR to deliver effective operations across with the service of excellence
- Analyze the organization and its business domain and facilitate to documents its business, Processes, Systems
- Assessing the business model & its Integration with Technology
- Liaison among Stakeholders in order to understand the Structure, Policies and Operations of an organization
- On the areas of Strategic Planning, Business Model Analysis, Process Design, System Analysis
- Deliverables like Business Requirement, Functional Requirements, As-Is / To-Be Processes, Data Models, Business Case
- Provide Support for Decision Making through HR Analytics & Dashboard
- Overall Project Management and Change Management Approach

<b>Consultant – Human Resource</b>	May. 2013 – Mar. 2015 (Time-bound assignments)
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<b>Cure International, New Delhi, India</b> <i>Healthcare Industry with a network of 110 Govt. Hospitals for 25 States</i>	Aug. 2014 – Mar. 2015 (For Not-for-Profit Assignment)
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To design and streamline an end-to-end best Human Resource practices for all staff across the country and provide support to International Office.

- Talent Acquisition\_Executive Search
- To create a pool of future leaders organize program on Leadership Development
- Talent Management & Retention Strategy
- Conduct Employee Relations Activities
- Participation & Steer Taskforce for Great Place to Work 2015
- Employee friendly HR Policies\_Manual\_Service Rules
- Organizational Effectiveness\_Streamline HR Operational Process\_Statutory Compliance
- Rigor in Performance Management System
- Build employee motivated Rewards & Recognition programs
- HR Analytics\_Decision Making\_Reports\_Dashboard
- Executive Coaching and Mentoring
- Organizational Restructuring / Reorganize / Redesign
- P&C Strategy Formulation for Regional Governing Board

<b>hSenid Business Solutions, New Delhi, India</b> <i>Information Technology Industry in HR Domain</i>	Jul. 2013 – Jul. 2014
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### **Manager – HR Projects (India)**

To manage Human Resource project's both locally and internationally from end-to-end and be directly responsible for projects deliverables. Manage a team by planning their work to meet project deadlines as well as establish priorities to accommodate all project stakeholders' needs.

#### **Arvind Ltd, Ahmedabad, India**

- Initiating, planning, executing, monitoring and controlling of software projects whilst adhering to standard Quality processes.
- Manage and develop in-house and remote deployment teams
- Develop project budgets, managing and monitoring project expenditure
- Work with customers to understand customer requirements and liaise with development teams to work out best possible solutions
- Build relationships with the key stakeholders (Clients) of the project
- Manage the Indian implementation team and ensure the satisfaction of the team whilst maintaining a lower attrition rate
- Develop Personal Development Plans for the Indian team
- Implement and introduce processes as per company standards and monitor the effectiveness
- Comply with any such other comparable duties as may be required by the head of department, if reasonable.
- Implementation & deployment of solution

Project Management, Business analysis, Requirements gathering, Functional testing, Change management, and Training to implement business processes & Applications.

Other clients includes **Edelweiss, Future Capital & Hyundai**

**Emmanuel Hospital Association, New Delhi, India**  
*Healthcare Industry with a network of 22 Hospitals & 2500 Staff*

May. 2013 – Oct. 2013  
 (Time-bound assignment)

#### **HR Consultant – Employee Engagement**

On a Time-bound Assignment for their parent organization EMMS at United Kingdom, to leverage employee engagement to attract & retain talent. Employee Engagement Research and action is based on CLC/CEB ESAT on Rational Commitment, Emotional Commitment, Discretionary Efforts & Intent to Stay

- Employee Engagement Initiatives - Surveys, Action Planning & Implementation of Enterprise Wide Action Plan
- Dipstick Surveys to check the relevance of the Engagement calendar
- Standardize and Implement the Employee Engagement Calendar across the Organization
- Managing Employee Relations through continuous interaction with Employees
- Conduct Skip Level Meetings with the employees on regular basis and responsible for the timely closure of all the Issues /Grievances
- Skip and Pulse Check to ascertain Employee Morale and Reduce Attrition, Employee Involvement through Effective Communication and Create Congenial Work Environment
- Analyze Statistical Data and Reports to Identify and Determine causes of Personnel Problems and Develop Recommendations for Improvement of Organization's HR Policies and Practice
- Prepare and Report the Detailed Employee Engagement Dashboard
- Develop Strategies towards Employee Retention and Motivation
- Effectively Drive Employee Engagement Programs & Incorporate appropriate Talent Acquisition & Retention Strategy
- Reorganize and Restructure the existing Organization Structure for the Optimal Business Efficiency
- Formulation of People and Culture Strategy in association with all our Unit Stake-holders across the Country
- Business Process Excellence - HR Champion

**World Vision India, New Delhi, India**  
*International Non-Profit Organization 180 Offices & 2400 Staff*

Jan. 2008 – Apr. 2013

#### **Manager– HR**

Being Strategic HR partner to provide support, advice, develop and utilize the Human Resource for creating healthy organizational climate at all levels including Talent Acquisition, enhance Performance Management, Talent Development and Engagement (enhance people capability) for all staff. And to encourage staff for strong spiritual foundation and ensure that their spiritual needs are met.

- Proactively provide HR services in all the areas of Human Resource.
- Attract, provide Committed, Competent and Passionate staff. Ensure background check on child offence.
- Compliance on Child Protection, Code of Conduct and Sexual Harassment policies after induction
- Induction and Orientation with special focus on Vision, Mission & Culture.
- Implement Recognition & Rewards strategy to retain high performance and high potential talent.
- Support and advice the staff on effective performance management enhance and implement a strategically aligned performance management system and culture.
- Create a highly committed and engaged workforce through learning & Development.
- Assist & follow up the Personal Career Development Plans.

- Use of latest HR Metrics, Tools for Employee Development (ex., Skill Set Gap Analysis).
- Work with leaders in promoting and creating an atmosphere, which leads to an enhanced quality of work life.
- Ensure that security and staff welfare are taken care of and follow up done.
- Ensure good human relations and handle staff grievances promptly.
- Provide a high standard of personal integrity/maturity and demonstrate servant leadership, in all programs and activities.
- Facilitate implementation of OD Initiatives, Learning & Development, Capacity Investments & Staff Care

### **HR Specialist– HRMS (Human Resource Management System)**

Drive HR Business Transformation through Innovation, Integration & Introduction of Global Best Practices with the support of Information Technology beyond the entire Employee Life Cycle Process.

- Leverage Technology to deliver value-added HR services to optimize service delivery across the organization.
- Project Management to lead implementation of core HR programs into the business ensuring an effective, sustainable People Strategy over the long term.
- Spearhead the implementation of global HR Technology with System Integration includes RFI/RFP, Vendor Management, Business Process Analysis, Project Management and Change Management Plan.
- Ensured Operational Excellence in HR Process and maintained an effective Human Capital Management Solutions with the production of timely, accurate and up-to-date comprehensive HR Management Information and Statistics as required by the Management and Other Internal Stakeholders.
- Employee Engagement activities through Town Halls, Skip Level, Coffee Time, B'day & Anniversaries, Rewards & Recognitions etc. [Long Service Pins, Special Achievement Award, Best PMO/ADP/Project Award, Program Innovation-Award Scheme(PI-AS), Spot Recognitions etc.]
- Participated in Employer Branding Exercise [like CLC, Great Place to Work, Best Employers, etc]
- Partner with Business / Recruitment Team on Workforce Planning for Manpower Budgeting & Forecasting (Demand & Supply Analysis) as per Global requirements.
- Manage and Update Job Description for all Position in consultation with the respective Line Heads.
- Talent Acquisition involves Executive Search, Behavioral Assessment, Campus hire, Onboarding, Induction and Orientation.
- Researched and Selected appropriate External Service Providers to ensure Service Quality, Speed of Response and Commercial Value. [Consultancies, In-source, Assessments, Survey, etc.]
- Measure Work load Analysis and forecast Workload, Changes, Assumptions and Other Inputs.
- Created Systems across the entire L&D life cycle to ensure a robust process at every stage of delivery and benefit for the Individual and Organization.
- Have been credited with the best Performance Management System/ Balanced Score Card Execution through a minute to minute and detailed plan of execution at every stage of Goal Setting, Review and Final Appraisal.
- Accountable to support for Competency Management, 360degree Feedback, PDP / IDP.
- Collaborates with Compensation & Benefits on Job Evaluation, Salary Proposal, Salary Increment, Salary Budget, Compensation Benchmark& Other Welfare Schemes for Staff.
- Ensured that the Payroll team functioned with the highest level of accuracy and quality standards through the HRIS Payroll Reports.
- Designed and Managed Overall HR Budget for the Organization including continuous review process.
- Prepare and Update Service Rules, HR Manual & Guidelines as per Organization Norms. Manage Policies for all Staff.
- Responsible for all areas of the administration function like Leave Management, Time & Attendance Management.
- Support and Manages HR / Business related Communications and announcements.
- Liaise with legal advisor for legal issues related Employment Laws, Critical Employee Grievances & Disciplinary Issues.
- Adept with Survey Tools, Analytics, Research, Metrics and Supports Decision Making for Senior Leadership/ Management.
- To Support Management on Organizational Structure like Restructuring, Reengineering, Reorganize and Redesign.
- Established HR Forum to Network among Other International Non-Governmental Organization to share best HR Practices.
- Working Group Member of WV International People & Culture initiated People & Culture Information Solutions (PCIS).

**PRS & Kalyan Groups, Trivandrum, India**

Nov. 2005 – Dec. 2007

*Hospital & Healthcare / Education / Infrastructure & Hospitality*

### **HR Management Consultant**

Managed HR for business unit, including recruiting, performance management, employee relations, training, counseling, benefits and salary administration.

- To manage the entire Human Resources activities of the Organization.
- Improved employee relations through more effective communications and feedback sessions.
- Introduced systems and procedures to improve work flow between departments.
- Facilitated companywide workshops for organizational development and change.
- Identified high achievers for career development and provide remedial training to underperformers.
- Manpower Plan & Recruitment, Systems & Policies Design & Implementation, Job Evaluation, Design Job Description.
- HR Operations like Employee / Compensation Data Analysis, Payroll Interface, HR Process /Compliance Related Documentation, Exit Interview and Analysis, Attrition Reporting, etc.
- Employee Relations like Grievance Handling, Employee Meetings, Employee Communication, etc.
- Areas in Performance Management System like implementation of Performance Management System, Process Compliance, Training Needs Analysis, Performance Improvement Plans, etc.

- Some exposure to Developmental HR areas like Competency Framework, Talent Management, Rewards & Recognitions, Diagnostic Studies, etc.

**St. John Freight Systems Pvt. Ltd,** Chennai, India  
*Logistics / Shipping*

Jul. 2004 – Oct. 2005

**Management Trainee [Coordinator]**

Responsible to handle a Generalist Profile.

- Supply Chain Management Process / Logistics Management / Lean Management
- Employee/Client Relationship Management & Consultative Skills
- Handling as a generalist Profile

**EDUCATION**

**MBA, Human Resource Management,** The American College (Autonomous), India, 2004

**B.Sc, Computer Science,** St. Xavier's College (Autonomous), India, 2002

**DELFI, Diplôme d'Études en Langue Française,** Alliance Française, India, 2008 - 2009

**Additional Coursework:** Project Management Professional, SAP - HR Functional Consultant, HR Technology

**ADDITIONAL INFORMATION**

**Membership:** Society of Human Resource Management (SHRM)

**Technology Proficiency:** MS Office (Word, Excel, PowerPoint, Access, Project Management, Visio), SAP R/3 4.6 HR Function