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**Sachin Singh**

1405, 1st Floor, Sector 45, Gurgaon, Haryana, India

sachin\_singh@hotmail.com, sachiindra@gmail.com

+91 9911 300456

Born: September 1978

*A Human Resources and Administration professional with 11 plus years of cross-cultural experience in People Management, strategic initiatives, employee values, business oriented policies and practices, with a commitment of effective resources utilization towards the growth of people and organization.*

* Multi industry work experience- Financial service company, Power generation & distribution company, BPO, Professional training firm, Management consulting and IT company.
* Ability in determining a business unit's mission and strategic direction, partnering with management. Formulate and implement planned initiatives for achieving corporate goals.
* Led the ISO- QMS certification process and a Management Representative.
* Skilled in handling large workforce, corporate unions and negotiation.
* Proficiency in working with two start-ups and large employee base organizations (MNC/ multi-location).

**EXPERTISE** a) Talent Acquisition - 25000 plus interviews for IT, ITES and Management Consulting companies,

b)Employee Relation - 3000 plus employee interaction, relation and engagement experience.

**MAJOR DIMENSIONS AND ROLE**

Resource Planning, Policy, Organization Development,

Statutory Compliances, Payroll, ISO Certification, Audit – ISO QMS,

Learning and Development, Vendor Management, Performance Management

* *Organization Development:* Improved employee workflow productivity by 22% by creating effective organization development planning, performance metrics design, change management and recruitment strategies. Role also includes grievance handling, pay and conditions, contracts, learning & development, succession planning, motivation, performance appraisal, reward & recognition and quality management.
* *Functional Support:* Steer the HR & Admin team to build organizational capability and effectiveness. Ensure a strong focus on internal customer satisfaction.
* *High performing talent acquisition*: Establish and maintain a recruitment excellence. Upgrade work force by strong recruitment culture through employee referral program, campus hiring and portals. Managed all aspects of recruitment process from manpower planning to interview onboarding and induction.
* *Learning and Development:* Implement a high potential development feedback system that showcase talent to senior leadership for better resource planning and career growth. Support leaders in setting learning and development areas and KRA's. Monitor expenditure per budgets. Organise personnel development reviews. Arranged training, monitored effectiveness and take action as appropriate.
* *Employee Relation:* Advised and support the Management and employees in adopting best HR Practices across the Organization. Actions to Identify, develop, engage and retain talented employees. Establish strong performance management cultures that reinforce the organization’s goal. Handle escalated grievances.
* *Management Representative (ISO 9001-2008):* Internal auditor and responsible for ISO 9001:2008 implementation across the vertical.
* *Compliance:* Protect interests of employees and the Company in accordance with Human Resources policies, labour laws, compliance and statutory requirements. Oversee EPF, ESIC and other labour law compliance and Audit.
* *Appraisal*: Lead annual assessment processes, training need identification. Manage the identified action plans for top talent and low performers, and ensure complete documentation and follow through.
* *Payroll & Compensation:* Responsible for salary processing and to oversee compensation programs to ensure regulatory compliance and competitive salary levels. Improve compensation by devising an enhanced performance linked variable/ commission structure for revenue and performance growth.
* *Branding*: Build company image by collaborating with customers, government authorities, community organizations and employees; enforced ethical business practices.

**CAREER**

**Since SEPT’16 – Consultant HR, Gurgaon**

*Dimensions- Strategic HR interventions, Employee engagements, HR Operations, Policy, performance management and Compensation benchmarking exercises.,*

Work engagements -

Sarthak Constructions – A firm with a multi-site real estate, factory construction business.

Wisecrack Technologies – A company into international BPO and KPO business.

*OGN Industries* – Manufacturer of sheet metal components/press tools and precision turned components

**OCT’15 – AUG‘16 ICRA Online Limited Kolkata and Mumbai**

*ICRA Online Limited (ICRON), a fully-owned subsidiary of ICRA Ltd (a Moody’s Investor Service Company) provides outsourcing support to its clients in data services, IT, research and analytics. The company has more than 450 members across the key delivery centers of Kolkata and Mumbai.*

***Role: Head of Human Resources (Designated as Sr. Manager), reporting to the CEO.***

Led a team of six members to look after the entire human resources function e.g – Talent management, learning and development, comp. benchmarking, policy and procedure, compliances, ISO, internal audits, payroll, employee grievances etc.

**FEB’12 – SEP’15 Orkash Services Pvt. Ltd. Gurgaon**

*ORKASH, an inter-disciplinary management consulting and high-technology services company, providing consulting services and technology solutions.*

***Role: Head of Human Resources (designated as Sr. Manager), reporting to the CEO and Director***

An early stage company. Looked after HR and Admin section of the Company, was responsible for smooth functioning of both the departments from an employee selection, on boarding to the exit.

**SEP’10 – SEP’11 TAMANNA IT Solutions Limited Kolkata**

*An ISO 9001 -2008 Company with twenty plus centers involved in ERP-SAP Support, training & development. (A startup company when joined. Later Tamanna was taken over by a large group company deals in hospitality, microfinance and agriculture)*

***Manager (HR)***

Led the company as Manager (HR), successfully handled leadership role of human resource functions in which workforce expanded to 9 times in just 7 months at 20 centers across four states of India. Company’s revenue grown up by 31% in 9- 10 months.

* The job gave an exposure in talent management & retention dynamics in rapidly changing start up environment.
* Policy formulation, compliances, Payroll, Employee engagement, PMS, Training
* Tendering and Contracts- Effectively managed and monitored external tendering to the vendors; outsource services and contracts for the delivery of services e.g. Trainers, Advisors and Consultants.

**DEC’05 – MAR’10 DesconSoft Limited, an ITES wing of Descon Limited Kolkata**

*A group company of DPSC Limited (90 plus yrs old co. into power generation and distribution). The division deals in IT and ITES. Joined the company on the payroll of Flow consultants (an RPO) in Dec’05. Desconsoft hired on direct payroll in March 2006 due to high performance and achievements. (The company was a startup when joined)*

***Asst. Manager (HR)***

* Partnered with GM (HR) and Operational team to identify key attributes, development assignments and performance metrics to ensure high potential candidates growth.
* Managed a team of 14 HR and admin professionals to cultivate a unified, value- based culture and brand of an International BPO division having the employee strength of over 500 plus working in shifts.
* To recruit candidates in and outside Kolkata through walk-in, campus, bulk hiring.
* A direct point of contact in providing effective employee relations.
* Responsible for Orientation program, Policy refresher sessions.
* Business/ Process strategic meets with Team Leaders/Managers and Executives.
* To supervise Salary Computation, Performance Appraisal, Reward & Recognition and Incentive plans.
* To provide revenue analysis reports and presentation to M.D and Board of Directors.

**NOV 03 – NOV 05 A Global NGO Kolkata**

*Was associated with an International NGO as a technical support and administrative staff.*

**EDUCATION**

**2011** PGD- Human Resource Management

Narsee Monjee Institute of Management Studies, Mumbai

**2003** Bachelor of E-Commerce

Guru Gobind Singh Indraprastha University, Delhi

**1998** Bachelor of Arts

University of Burdwan, West Bengal

**CERTIFICATION & TRAININGS**

2015 Project Management: The Basics for Success - University of California (Coursera)

2015 Effective Problem-Solving and Decision-Making - University of California (Coursera)

2003 Microsoft Certified Systems Engineer (MCSE)

2000 Diploma in computer Hardware Technology

Sachin Singh

Gurugram , Date :……………..