

# Amruta Jagdale

Driving Strategic HR initiatives to realize bottom-line results and enhance employee engagement in the pursuit of business objectives across multiple industries and geographies, targeting the role of HR Head across industries.

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## PROFILE SUMMARY

- **Progressively successful career record of nearly 14 years** in IT/ITES & Ed Tech industries, specializing in Talent Management, Talent Development, Employee Relations, Succession Planning and Recruitment.
- **Developed & implemented programs** designed to achieve strategic, business, and operational goals; advised senior leadership on matters including performance management, retention management, strategic planning & policies.
- **Excellent capability to relate to stakeholder communication** in a cross-cultural set-up, communicate compensations & benefit plans, reward & recognition schemes, and HR policies & communicating them across the organization at all levels.
- **Keen understanding of designing and implementing performance evaluation** frameworks that promote transparency, fairness & accountability.
- **Directed a cultural transformation** that emphasized results and accountability that contributed to the company turnaround, including **increased** productivity, quality, and employee engagement while decreasing turnover.
- **Expertise in Attrition Management** involving analyzing trends, identifying root causes & implementing proactive measures to mitigate turnover rates.
- **Possess in-depth knowledge of labor laws & complete business statutory compliance**, thereby maintaining harmonious relations between management & employees through efficient administration and resolution of employee grievances.
- Engaged **proactively in managing POSH compliance & management**, ensuring adherence to regulatory standards and effective resolution of related cases.
- **Creating and executing innovative employee engagement strategies**, leading to a significant boost of 25% in satisfaction scores based on feedback from ESAT surveys.
- **Team-based management style coupled with the zeal to drive visions into reality** as well as achieve the same through effective mentoring, training, and career planning of team members.



## PROJECTS

- Employee Value Proposition Program
- Financial Fraud Investigations
- Policy Creation
- Creating Training Programs on Employee Relations Topics
- Partnering in the implementation of a new Employee Microsite
- Exit interview analysis and Retention strategies
- Framed policy around performance improvement plan
- HRIS overhaul to ensure data accuracy
- HR Audits
- Timely closure of open roles through IDP's and external hiring
- Layoff exercises
- Code of Conduct policy framing and sessions
- Partnering in the implementation of new HRMS system
- Employee Engagement & Manager Feedback Survey



## CORE COMPETENCIES

- HR Strategy Planning
- HR Business Partnering
- Recruitment
- HR Compliances
- Performance Management System
- Rewards & Recognition
- Learning & Organizational Development
- Payroll Management
- People & Culture
- HR Automation/ Change Management
- Employee Relations
- HR Budgeting
- Diversity & Inclusion
- HR Metrics/ MIS



## EDUCATION

2011

● M.B.A. HR

Pune University

2008

● BSc

Pune University



## WORK EXPERIENCE

upGrad | Mar'23 –Head Human Resources  
BU Degree

### Key Result Areas:

- Spearheading the development and implementation of Employee Value Proposition (EVP) programs to enhance employee satisfaction and retention.
- Leading Talent Management initiatives, including development and retention strategies.
- Leading recruitment to ensure creation of accurate AOP and timely closure of requirement as per AOP and replacement hiring.
- Overseeing the onboarding process to ensure smooth integration of new employees into the organization.
- Managing grievance redressal procedures effectively, ensuring fair and timely resolution of employee concerns.
- Analyzing attrition trends and developing strategies to mitigate turnover and improve employee retention.
- Driving engagement initiatives to foster a positive work culture and enhance employee morale.
- Conducting ongoing policy analysis and framing to ensure alignment with organizational objectives and legal compliance.
- Overseeing programs related to the Prevention of Sexual Harassment (POSH), Diversity and fraud analysis and investigation.
- Creating and executing programs aimed at enhancing employee relations, such as initiatives for employee recognition and team-building activities, leading to a substantial rise in employee engagement scores.
- Coordinating ISO audits and ensuring compliance with HR-related standards and regulations.
- Managing transitions effectively, including organizational restructuring, mergers, and acquisitions.
- Leading HR projects aimed at process improvement, system implementations, and other strategic initiatives.
- Providing leadership and guidance to HR teams across Bangalore, and Pune, fostering collaboration and alignment with business objectives.
- Supporting the growth and development of the HR team through coaching, mentoring, and skill development initiatives.

### Highlights:

- Led a successful HR audit process, ensuring 100% compliance with labor laws and regulations, and identifying areas for continuous improvement to enhance organizational effectiveness.
- Increased employee satisfaction scores by 25% through engagement programs.
- Reduced repeat complaints by 15% through effective conflict resolution.
- Implemented a hybrid work policy, increasing productivity by 15%.
- Analyzed Exit Interview data to enhance employee retention and engagement, resulting in a 15% increase in retention rates.
- Redesigned hiring process to attract and identify right talent to reduce infant attrition by 14%.

Bizdata Inc. | Dec'21- Mar'23  
Manager HR

### Key Result Areas:

- Led a team of 4 members to effectively execute HR strategies, initiatives and timely hiring.
- Implemented 360-degree feedback mechanisms to enhance employee performance and development.
- Designed and executed automation projects within the HR domain to streamline processes and optimize resource utilization.
- Managed stakeholder relationships to align HR initiatives with organizational goals and objectives.
- Conceptualized and implemented attrition warning mechanisms to minimize employee turnover.
- Led ISO audits to ensure compliance with international standards and regulations.
- Explored and resolved intricate employee relations matters, including complaints related to harassment and discrimination.
- Enhanced the HR brand through initiatives such as ENPS surveys, manager feedback surveys, and employee engagement activities.
- Led rightsizing and restructuring projects to align organizational structure with business needs.
- Chaired the POSH (Prevention of Sexual Harassment) Committee for the region.
- Led HR development projects aimed at enhancing employee experiences and productivity improvement.
- Served as the project lead for the design and implementation of HR technology solutions, such as Keka for 1k employees.

Bitwise Solutions Pvt Led. |  
Assistant Manager HRBP May'21- Nov'21

Fujitsu Consulting India. |  
HRBP Feb'15 – May'21

Fujitsu Consulting India. |  
Lead Recruiter Jun '13 – Jan'15

TCS (Genius consulting India)  
Recruiter Nov'10 – May'13



## PERSONAL DETAILS

Date of Birth: 9<sup>th</sup> April 1986

Languages Known: English, Hindi, Marathi

Address: Prism Society, Aundh, Pune, India