



# Divya S Rao

## CONTACT DETAILS

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## EDUCATION

2015  
MBA in Human Resource: Sikkim  
Manipal University, Bangalore  
2013  
Bachelor of Commerce in Financial  
Accounting: University of Mysore,  
Mysore

## IT SKILLS

Workday HRIS  
Salesforce  
MS Office Suite  
Oracle HCM ERP

## CORE COMPETENCIES

Employee Engagement  
Strategies  
Talent Acquisition &  
Retention  
Organizational Development  
Change Management  
Processes  
Performance Management  
Frameworks  
HR Policies  
Workforce Planning  
Strategies  
Labor Relations  
Management  
HR Metrics & Reporting

## OBJECTIVE

Seasoned Professional exploring HR Generalists, Business Partners, and HR Operations professionals in Bangalore with expertise in strategic alignment, talent management, and operational efficiency to drive impactful HR solutions and business success.

## PROFILE SUMMARY

- Gained **Nine years** of comprehensive HR operations experience, encompassing critical areas such as employee relations, performance management, compensation, benefits administration, and compliance.
- HR Professional with extensive expertise in **Human Resources**, particularly in **Shared Services**, while focusing on delivering exceptional **customer service** and **operational excellence** across multiple industries, including **technology** and **finance**.
- Currently serving as an **Associate People Manager** at **Perfios**, successfully implemented a **wellness program** that led to an increase in **employee participation** and **satisfaction**, significantly contributing to a **healthier workplace culture**.
- Possess strong **analytical skills** with a focus on process optimization and data-driven decision-making to enhance organizational efficiency while managing confidential HR information with the highest level of **discretion & integrity**.
- Demonstrated a strong command of **HR analytics**, **project management**, and **employee engagement strategies**, effectively utilizing these skills to drive **organizational performance** and enhance **employee satisfaction** across diverse sectors.
- Spearhead the **development** and **implementation** of comprehensive **HR policies and procedures**, ensuring **alignment** with **organizational goals** and **regulatory requirements**; Streamlined **recruitment processes** by leveraging advanced applicant tracking systems and enhancing talent acquisition strategies to attract top-tier candidates.
- Planned, developed and deployed employee care program, climate survey project; addressed **recommended change needs** with management, and fine-tuned efforts to meet goals.
- Performed **research** and **analysis** on strategic executive **succession planning**, human **capital infrastructure retention** and knowledge management projects and made recommendations to **senior management**.
- Fulfilled **HR operational requirements** by scheduling and assigning tasks, following up on outcomes, and managing routine queries related to payroll, benefits, and HR system navigation, while acquiring in-depth knowledge of human resource policies and procedures.

## CERTIFICATIONS

- HR Analytics from Aon Hewitt – May, 2022
- A1 German Language – October, 2023

## WORK EXPERIENCE

May, 2024 – July, 2024 | Associate People Manager | Perfios, Bangalore India

### Key Result Areas:

- Championed employee well-being through health-focused initiatives such as wellness programs and flexible scheduling.

## SOFT SKILLS

- Communication
- Collaboration
- Analytical
- Willingness to Learn
- Disciplined

- Directed multi-disciplinary teams to achieve both short-term and long-term goals, showcasing exceptional leadership and adaptability.
- Formulated strategic plans to align team objectives with the company's vision and meet organizational goals.
- Performed thorough performance reviews to pinpoint improvement areas and deliver constructive feedback.
- Boosted team productivity by implementing efficient workflows and time management strategies.
- Optimized communication channels within the team by setting clear guidelines and expectations.
- Fostered strong relationships with stakeholders to enhance collaboration and build trust.
- Executed special projects and additional duties, contributing to various HR initiatives and managing performance and query resolution for the team, including handling queries from onshore counterparts and clients.
- Oversaw payroll administration, handled compensation and benefits programs, salary reviews, bonuses, and incentive management, while also evaluated and administered employee benefits programs and providing clear information to employees.
- Developed and delivered orientation and training programs, preparing employees for new assignments and ensuring their smooth integration into the company.
- Applied data-driven decision-making to increase departmental efficiency and manage payroll and benefits effectively.

**April, 2022 – April, 2024 | HR Specialist | Global SoftwareAG, Bangalore, India**

### **Key Result Areas:**

- Developed and implemented personnel procedures and policies, providing critical guidance for business operations.
- Led a team, ensuring efficient workflow and demonstrating strong leadership and team management skills.
- Designed HR objectives and systems, including metrics, queries, and reports to meet company needs.
- Evaluated and selected technology solutions, aligning them with HR strategies to support business goals.
- Monitored HR communication channels, responded to inquiries, escalate issues as needed, and interpret and resolve situations efficiently, logging and tracking inquiries in a case management system to maintain accurate records.
- Formulated new procedures and policies to enhance HR department efficiency and improve the overall employee experience.
- Demonstrated experience in international HR operations, including onboarding and benefits administration, proficient in reporting and analysis, ensuring statutory compliance, managing background verification processes, and serving as the single point of contact for insurance-related inquiries and processes.
- Administered benefits, compensation, and performance programs, ensuring alignment with legal and regulatory requirements.
- Maintained HR dashboards and managed administrative tasks for onboarding, orientation, and exit interviews, ensuring data accuracy and compliance.
- Oversaw Workday HRIS system, executed system audits, troubleshoot issues, and facilitated user adoption through feedback and training.

**April, 2021 – January, 2022 | HR Generalist | ABB, Bangalore, India  
(Contractual Role)**

**July, 2019 – April, 2021 | Senior HR | SLK, Bangalore, India**

**October, 2018 – May, 2019 | HR Executive | Flipkart, Bangalore, India  
(Contractual Role)**

**March, 2017 – June, 2018 | HR Executive | ITTB, Bangalore, India**

**October, 2015 – January, 2017 | HR Associate | Vadex, Bangalore, India**