



SR.HR Manager|SR.HR Business Partner
Head of Operations & HRD | SR. Compensation & Benefits Expert |
Director of Human Resources | Senior Director of Human Resources | General Manager – Human Resources | BOD



PERSONAL DETAILS



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30th July 1984



"Prachi Paradise", Flat Number 07, Opposite Mamta hospital, Plot Number 17, Ranakpur Darshan Complex, Yerawada, Pune 411006, Maharashtra State, (INDIA)



Indian



Married



KEY EXPOSURE:

- ❖ **Industries Served:** IT, Hospitality, BPO, Consultancy, Manufacturing/Engineering.
- ❖ **Domains Served:** BPO, Consultancy, Manufacturing, IT, Hardcore Non-IT Recruitment, Hospitality, Audit, HRBP, New pre-opening assignments of units, vendor management, Contract Labor Management, Union Wage Settlement Agreements.
- ❖ **Organizational Design:** In-depth knowledge in plugging gaps in the organization at all levels via internal / external sourcing and driving the training agenda to develop the competencies.
- ❖ **Current Salary Structure:** Expertise in structuring the Salary and compensation models for various employee groups such as Full-time, Part-Time, Freelancing, and Work from Home
- ❖ **Metric Analysis:** Data-driven professional who is good in tracking the monthly / quarterly / yearly data, analyzing the same and thereby driving the cost effectiveness of HR department by spearheading best recruitment strategies, Comp and Ben plans, etc.



COMPUTER PROFICIENCY:

Operating System:

- MS Windows 95/98/2000/XP
- MS-Word, Excel, PowerPoint, Outlook etc.



SUMMARY:

Director on Board & Senior HR & Operations Professional:

A successful HR Leader holds **MBA in Human Resources with 15+ years of excellence in the whole gamut of Recruitment, Talent Acquisition, HR Business Partnering, Payroll, Compensation & Benefits, and entire HR Operations**

Recruitment:

Deft at planning Human Resource requirements in consultation with heads of different functional & Operational areas, **organizing interviews, induction programs, campus recruitment** and achieving cost effectiveness by referral hiring

HRBP:

- Demonstrative ability to partner with line executives and management to proactively address business issues related to **work force development, employee engagement and productivity. Partner with senior HR leadership** in the deliberation and establishment of both short and long-term departmental strategies
- Execute a lifecycle approach to people management focused on **forecasting, staffing, development, on-boarding, performance management, retention, succession planning, talent movement, and leveraging workforce insights and analytics**
- Advise leaders on learning and organizational development which includes program implementation such as ensuring completion of **employee development** plans, updating the succession plan and implementing other programs and tools
- Proactively identify opportunities and assess improvements to the **employee experience and partner with management** to develop and implement innovative and lasting solutions.

Learning and Development (L&D):

Providing training to new hires. Assisting Managers to identify any **training needs amongst staff, through training needs analysis, training procedures and methodologies.** Designing and delivering programs on agreed training activities Monitoring and reviewing the progress of trainees through questionnaires, tests and discussions Evaluating feedback from learners and Managers on effectiveness of training. Working alongside HR team in recruitment and hiring. Coaching employees to embed procedures into the workplace **Preparing weekly, monthly, and training reports** **Developing and maintaining a database of training and competence records, with the company's policies.** Publishing training calendars. Experience of planning, delivering and assessing training initiatives Understand the make-up of the Induction process

Payroll:

Directed all **HRIS transactions, including payroll for employees and freelance staff, recurring payroll tax** and other filings as well as completed the SAP Payroll proof of concept to enable the firm to select the HR Operation's delivery model.

Compensation and Benefits:

- Notable experience in working with business leaders in the areas of employee relations and **investigations, benefits administration, regulatory compliance and compensation review.** Enough knowledge in statutory compliances such as PF, ESIC, PF Transfer, Gratuity, etc.
- Analyze market competitiveness and cost-effectiveness of **compensation plans and benefits plans to ensure they optimize the ability to attract and retain talent.**
- Conduct job analysis to determine effective and appropriate salary levels, oversee the annual merit increase process, administer employee insurance, pension and savings plans.

HR Operations:

- Proven experience in driving and leveraging all HR programs including performance management, compensation, executive and employee development, **work force optimization, staffing and benefits.**
- Monitor project deliverables and progress through the duration of the project plan, identify factors jeopardizing the project, escalate issues as appropriate, and recommend solutions to upper management.

Succession Planning:

Excellent in developing and institutionalizing the **succession planning process** to ensure robust internal and external talent pipelines and drive upgrading of talent.

HR Policies:

Adept at developing and implementing HR policies, practices and systems that align with labor law and to meet business requirements of the organization.

Grievances Handling:

Exceptional experience in managing employee relations issues, Workers Compensation claims, and policy development and interpretations to ensure compliance with applicable laws/regulation.



ACHIEVEMENTS:

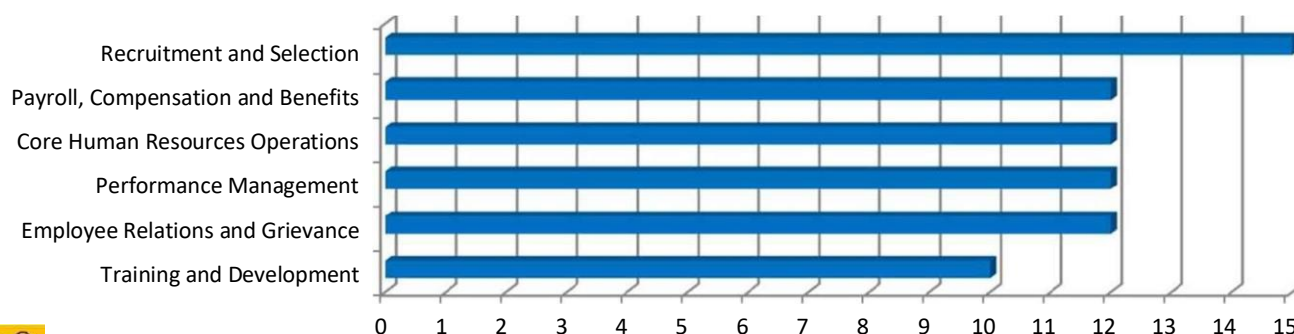
- Proven track record of handling and spearheading HR operations for **more than 5000 employees so far in the entire tenure**
- Successfully launched new ERP at E – Square Leisure Pvt Ltd for a **manpower of 700 employees** and made it live with zero error which enabled all employees to address their concerns on one click.
- Transformed an existing operation of After Sales Service in Sales and also in operations both at the unit level and Regional Sales Level in my present organization and at Panoramic Universal Limited and aligned it to the customer satisfaction index which was review centric wherein an email was triggered to every customer who availed the after sales service right from reservations to every other touch point where the end product was evaluated. This made sure that the operations and sales work hand in hand which also incentivized the team **up to 8% to 10 % of the total product cost** at achieving the Gross Operating Profit. This gave an extra mileage to the company with a considerable increase in revenues which exceeded the budgeted revenue by round 15% – 18%. Our customer quality ratings were best among our comp sets which boosted our customer quality ratings to 98% and realize a 92% on-time after sales service rate.
- Effectively managed multiple resource actions wherein delegation of roles and redesigning of Job descriptions was emphasized more which resulted in **reducing the headcount by 8% to 9% per year**.
- Restructured organizational design and reviewed the hierarchy in terms of the positions in my current and past organizations wherein major focus was given on maintaining a flat hierarchy that resulted in 6% - 8% of reduction in middle management positions **saving over 8% - 10% of the annual payroll cost in terms of CTC's and perks given**.
- Received **the Prestigious Award of 101 Top HR Minds** in the Hospitality Industry Awarded by World HRD Congress"
- Maintained the Pride Hotel's Limited, Nagpur unit at **Number 01 position among 15 units in the Employee Satisfaction Survey for two consecutive years 2018 to 2020**.
- Recognized and awarded as the **"Best Employee of the Month"** for handling the Human Resources Department efficiently in times of emergency."
- Awarded the **English Edge Certification** by BBC Active, a renowned company
- Awarded "A" Certificate** on successful passing of the "A" Certificate examination under the authority of Ministry of Defense, Government of India



CORE SKILLS:

Skills

Years of experience



KEY FACTORS:

Domains Worked	Information Technology Enabled Services Consultancy Hardcore Non-IT Recruitment IT Recruitment Hospitality Audit HRBP New Pre-Opening Assignments of Units Vendor Management Contract Labor Management Employee Satisfaction Surveys Compensation & Benefits Industrial Relations Manufacturing
Industries Worked	Hospitality BPO Consultancy Manufacturing Information Technology
Geographies Worked	Pune Ahmedabad Bangalore Mumbai
Team Size Handled	10
Open to Travel	Yes



EDUCATIONAL QUALIFICATIONS:



ICM

Level 5 Diploma in Aviation
Hospitality & Travel Management
2011

Frankfinn Institute, Pune
The Institute of Commercial
Management (UK)



Master of Business Administration
(MBA – Human Resource)
2007 – 2009

Institute of Science's, Institute of Business
Management and Research, Pune
University of Pune



B.Sc. In Hospitality and Hotel Administration
(HHA)
2003 - 2006

Institute Of Hotel Management Catering
Technology and Applied Nutrition, Bangalore
(IHM Bangalore)

National Council for Hotel Management
Catering Technology and Applied Nutrition
(NCHMCT & AN) & Indira Gandhi National
Open University (IGNOU)



CAREER TIMELINE:

Pride Hotel
Nagpur & Pride
Hotel, Pune
Human Resources
Manager
Oct'18 – Jan'22



SAK &
Company
Senior Manager
– Audit Control
Jul'16 – Aug'17



Innovation's
Infocom Pvt. Ltd.
Deputy Manager –
Human Resources
Jul'11 – Sep'14



E – Square
Leisure
Pvt. Ltd.
Human Resources
Manager
Aug'17 – Oct'18

SAK & Co.

Panoramic Group
Assistant Manager –
Human Resources
Oct'14 – Jul'16



Flair
Manpower
Consultants
Pune
Senior Recruitment &
OD Specialist Dec'04
– Jul'11



IMPLYCLOUD INDIA PVT.LTD.

Annex Cloud (Parent Company)
Immply India Technology Pvt.
Ltd.(Subsidiary 01) &
ImmplyCloud India Pvt. Ltd.
(Subsidiary 02) Senior Human
Resources Manager Jan' 22 – Aug
2022
Head of Operations & Human
Resources Development
August 2022 – January 2024
onwards
Director on Board & Head of
Operations & HRD
February 2024 onwards



DECLARATION:

All the information mentioned in the resume are correct to the best of my knowledge and belief.



SNAPSHOT FOR RECRUITERS:

Current Company	Annex Cloud ImmplyCloud India Pvt. Ltd.
Current Designation	Director on Board (ImmplyCloud) & Head of Operations & HRD
Current Location	Pune
Willing to Relocate to	Pune
Current CTC Expected	18,00,000 (Cost to Company) - Fixed
CTC	28,00,000 (Cost to Company) – Fixed (Negotiable)
Notice Period	Negotiable
Reason for Job Change	Seeking opportunities in People Management and want to explore untouched avenues in HRD & Operations. With current exposure to Board Governance can add extraordinary input in terms of operational excellence.
Availability for Interview	Based on Mutual convenience