

DR. SHWETA KAPOOR

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Location: India

SUMMARY

Strategic Senior Human Resources Director with 12+ years of experience leading HR operations, talent acquisition strategy, performance management frameworks, organizational development initiatives, and employee engagement programs. Proven expertise in HR policy creation, leadership development, conflict resolution, HRIS optimization, and aligning HR strategy with business goals. Adept at managing large cross-functional HR teams and implementing company-wide transformation initiatives. Strong advocate for employee culture, compliance, and diversity & inclusion practices.

EXPERIENCE**HR Director – Nexon Global Services (2014 – Present)**

- Directed HR functions for a 1,500-employee organization across 3 regions.
- Designed and implemented organization-wide HR policies, PMS frameworks, and competency mapping strategies.
- Led senior-level hiring, succession planning, workforce planning, and leadership development programs.
- Oversaw payroll, compliance audits, HRIS improvements, and digital HR process automation.
- Spearheaded grievance redressal committees, conflict mediation, and employee welfare reforms.
- Managed annual appraisal cycles, rewards & recognition programs, and training initiatives.
- Collaborated with top management to develop long-term HR roadmaps and culture-building initiatives.

ACHIEVEMENTS

- Improved employee retention by 45% through strategic engagement programs.
- Implemented digital HR transformation reducing manual HR workload by 60%.
- Awarded "Best HR Leader Award – 2023".

EDUCATION

Ph.D. in Human Resource Development

MBA – Human Resources

SKILLS

Strategic HR, Talent Acquisition, Organizational Development, PMS, Training, Compliance, Leadership, HRIS Implementation, Change Management, Policy Creation, Analytics, Conflict Resolution

DECLARATION

I certify that the above information is true and complete.