

SWAPNA DILARI

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SENIOR MANAGER/ASSOCIATE DIRECTOR/HR DIRECTOR

Senior management professional with 18 years of experience in managing HR and operations across diverse organizations. Seeking challenging senior managerial assignments with a reputed organization to utilize acquired skills in accomplishing organizational growth objectives

| CORE SKILLS | EXECUTIVE SUMMARY |
|--|--|
| HR Strategy Planning | <ul style="list-style-type: none">Proven expertise in working on Employee Life Cycle events, Data management, Talent Management including Performance Management, Benefits Administration, Vendor Management and Integration Testing, Process Automation, and HR Transformation ProjectsSet up and manage fully functioning HR encompassing employee relations, training, social services, government relations, and safety/security functions.Participate in senior-level decision-making in defining and implementing corporate strategy, translating business strategies into HR strategies for providing strategic direction to the organization.Set up annual agenda for HR strategy in line with business plan, developing flexible HR plans to match with organizational changes.Develop counter strategies to negate the impact of internal and external factors on business for maintaining employee morale and productivity.Define succession plans for the organization. Participate in redundancy consultations and management decisions on organizational restructuring with potential impact on headcount.Help the management team and supervisors to effectively manage diversity in the workplace.Develop and maintain collaborative relationships with the workforce through proactive employee relations. |
| HR Policies & Procedures including Payroll and Compliance | |
| Employee Lifecycle Management | |
| Talent Management and Employee Relations | |
| Induction & Onboarding | |
| ERP Integration Testing | |
| Process Automation, Transitions | |
| Performance Management | |
| Benefits Administration | |
| Team Leadership | |

PROFESSIONAL EXPERIENCE

Harsco- Global Service Centre, Hyderabad, India
HR Manager – Global Business Services

Apr 2019 - May 2023

Achievements:

- Successfully launched the Voice of the Customer for HR Shared Services. Led the Oracle Upgrade and HR Integration projects.
- Instrumental in transitioning the Training Registrar System process and Contingent Worker Management. Functioned as Project Lead in the implementation of the ATS tool for the Recruitment and Onboarding platform.
- Bagged the Impact Award – 3 Annual awards from Clients for enduring the core values of customer centricity and Process Excellence.
- Functioned as the Core team member as part of the Values and Communications Steering group and drove Employee Engagement initiatives.
- Rolled out high-quality execution of HR Operations, HRIS, Employee Resources, Performance Management, and Payroll functions.

Responsibilities:

- Functioned as a Leader for HR Shared Services for Global Service Centre – India involved in contributing to the global and regional Services strategy and leading the delivery of a first-class service for the organization.
- Ensured alignment with the Group HR Services strategic direction and compliance with Service Level Agreements, and Performance Metrics.
- Focused on maintaining complex stakeholder relationships internally and externally by ensuring delivery is in line with the operational requirement and aligned to customer/business needs.
- Spearheaded the Global HR Shared Services which includes Service Composition – Employee Life Cycle Events from Hire to Retire (Offer Process, onboarding and induction, Probation confirmation, Employee Data Management, Payroll and exits including Benefits, Performance Appraisal Tool Management, Invoicing and Reporting).
- Catered to close to 40+ countries covering North America - US & Canada, Middle East, Eastern Europe, UK, China, LATAM, Global Service Centre and India Operations.

- Worked with the leadership from vastly different divisions/regions to create a centralized, cohesive HR shared services strategy and team.
- Managed HRSS transitions for multiple geographies - France, Belgium, Luxembourg, Brazil, and China regional work to GSC. Transitioned Middle East payroll (Bahrain, Oman, Saudi Arabia, and Egypt) and worked on Oracle and payroll Integration.
- Led the US Benefits enrollment as part of new acquisitions. Built the HR Shared Services Dashboard Metrics through SharePoint and Power BI and introduced the Quality Assurance Program

Deloitte Support Services (I) Pvt. Ltd, Hyderabad, India
Manager – Global Talent Operations

Feb 2018 – Apr 2019

Achievements:

- Successfully implemented the new case management system across cross-functional teams on Salesforce (LMS, GPE, Reporting, recruiting, etc. Contributed to the Omni-channel setup, and Knowledge base articles.
- Designed and developed the SOPs and Stationary templates as part of the Operations Excellence project.

Responsibilities:

- Led the Learning Management Systems for Global Talent Operations through a team of 29 and supported the Learning system (Tier 1 and 2) through the Salesforce tool.
- Managed end-to-end service levels and issue resolution across learning processes including support, systems, and technology. Updated the Learning Ops leadership on trends and provided inputs into issue resolution.
- Ensured compliance and application of standard processes including Case Management, Escalation Management, Known Issue Management, and Change and Release Management for efficient operations.

Value Labs, Hyderabad, India
Senior Manager – HR Strategy & Operations

Aug 2015 – Feb 2018

Achievements:

- Set up the Philippines operations with the entire HR Employee Life Cycle process from Offer to exits including HR policy documents and payroll. Implemented a new Performance Appraisal tool and changes as part of the Internal ERP tool.
- Project managed – Launch of “HelpMate” Case Management Portal - the action plan, execution exercise, Communication, and Implementation of employee ticketing system across all locations. Ensured the closure of tickets within 48 hrs TAT by connecting with all relevant support and Cebu call center team
- Appreciated contributions to HR operations and L&D audits in accomplishing the ISO, CMMI Level 3 & Level 5 certifications.

Responsibilities:

- Supported the strategic vision of a large business in a project-based environment (approximately 5000+ employees). Assessed the activities of team members and guided them in case of any queries/ escalations.
- Responded to escalations, and provided root cause analysis and recommendations. Managed the development and implementation of new policies and procedures based on corporate guidelines for HR Processes and Employee Handbook.
- Processed layoffs and severance packages during a reduction in workforce. Designed and implemented a shared services model with a new onboarding program, Exit process, and HR Operations process.
- Worked on the SAP-HCM project comprising (Project systems, Org Mgt, and Personnel Administration (including project movements, Payroll, LMS, Performance Appraisal, and Exits. Key contributor in providing functional inputs and worked on integration of internal ERP system
- Designed and implemented the online “Employee Onboarding Portal”, HR processes which comprise Onboarding, Exit Management, Internal movements, Payroll, etc.
- Drafted and presented the HR Policy documents, SOPs, and Procedure documents including Recruitment, Immigration, Stationary emails, Fitment templates & forms to ensure compliance & consistency.

Deloitte Support Services (I) Pvt. Ltd, Hyderabad, India
Assistant Manager – HR Talent Delivery & Core Talent Services

Feb 2013 - May 2015

Achievements:

- Played a key role in aligning the roles of talent delivery team members as part of the Shared Services Launch.
- Introduced, implemented, and streamlined the shared services Model of ELE concept for Global and Technology business including process updates as a CRM.
- Streamlined the cost center database for Global and Technology groups and led the launch of Exit Reports through the Tableau tool. Developed Policy documents as part of Policy Refresher emails, toolkits, SOPs, and process documents
- Recommended HR Ops process enhancements and worked with PMO team with updates on Talent on Demand portal (Deloitte intranet site). Standardized templates for HR letters and centralized the process for all locations in India.
- Functioned as a Pilot member as part of the launch of the SFDC tool and trained the team in handling the tickets. Launched the “BRIO” Project and was a key contributor as part of Employee engagement survey results

Responsibilities:

- Worked as HR Generalist and Employee Data Management team US and India Operations involved in supporting the business and its leaders in strategic decisions and initiatives.
- Piloted the Launch of Shared Services, and Led the ELE - Data Mgt team both for the US and India HR Operations. Coordinated with the business to manage key HR processes.
- Functioned as a single point of contact for business on any HR – ELE-related advice/request. Onboarded and inducted new hires and people leaders. Designed, developed, and presented business-specific induction and policy sessions.
- Rolled out the Reward and Recognition, Employee Learning and Development, and Mid and Year-end Performance Management. Facilitated and addressed employee concerns around performance, compensation, and benefits.
- Managed relationship with Line of business and ability to manage LOB interactions. Rolled out the key programs for Employee Life Cycle Events and was a single point of contact for resolving any kind of employee queries.
- Worked on initiatives with the employees and business, employee engagement, conducting policy refresher sessions, and rolling out Policy Refresher emails.
- Catered to exits including exit discussions/interviews, and documented comments on the SharePoint site and providing relevant Attrition reports to different businesses.
- Prepared and presented various status reports to the senior management and other stakeholders to enable effective decision-making.
- Guided the team in catering to Data Management activities which include HR - Employee Care Centre, Data confirmation (capturing of right information on SAP tool in maintaining employee's education, emergency contact, prior employment & personal home address), name change/correction, rehire eligibility, Immigration – Green Card, Employment Verification letters, HR Admin, Name Change correction, Rehire Eligibility, Adhoc cases through SFDC tool

PREVIOUS ASSIGNMENTS

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| J.P. Morgan Services Pvt. Ltd, Hyderabad, Bangalore & Mumbai, India Team Leader – HR Shared Services | Jan 2011 – Jan 2013 |
| Thomson Reuters, Hyderabad, India Senior Executive – HR | Sep 2008 – Jan 2011 |
| UBS Service Center India Pvt. Ltd. Hyderabad, India HR Analyst | Jan 2007 – Sep 2008 |
| Synopsys India Pvt Ltd. Hyderabad, India Executive – HR / HR Operations | Oct 2005 – Dec 2006 |
| GE Capital International Services Pvt Ltd, Hyderabad, India Process Executive – Collections | Oct 2003 (for a period of 18 months) |

EDUCATION

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| • M.B.A (HR) , PRR college affiliated to Osmania University, India | 2003 |
| • B Com , Nizam College (Autonomous), India | 2001 |

PERSONAL DETAILS

- **Date of Birth:** 05 Feb 1981
- **Nationality:** Indian
- **Languages Known:** English, Hindi and Telugu
- **Address:** Villa Heights, Flat No.116, Block B, Brahmanwadi, Begumpet, Hyderabad – 500016