

Gulshan Kazi

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Objective:

Overall 7+years of experience as HR professional/ Resource Manager (WFM). Self-driven, energetic, and collaborative with a good amount of experience. Seeking for RM role where I can utilize my expertise.

Skills:

Team Management, Conflict Management, Grievance Handling, Agile Methodology, Leadership, Resource Allocation, Communications, Negotiation, Problem Solving, Team building, Coaching, Project Management, Time Management, Planning.

Certification:

- PSM I

Tools Worked:

Jira, Success Factor, SPINE, Darwin

Work Experience:

DXSHERPA TECHNOLOGIES

Resource Manager (June2022- Till Date)

- Team management, coordination, communication
- Holding daily/ weekly/ monthly meeting with the team
- Creating different reports and dashboards for business
- Resource Planning collaborating with the sales team.
- Handling/ guiding resources different professional/ personal issues barring the employee individual growth and performance.
- Develops and motivates employees through regular connects and feedback that leads to improve results that support the overall operation of the business.
- Work closely with internal hiring team for fulfilment of required resources.
- Monitors and analyze key performance Metrics such as process & policy adherence, absenteeism, utilization, and other staffing efficiency measures.
- Manage employee queries.
- Build and maintain repository of knowledge updates.
- Coordinate with concern team for resource deployment
- Identify resources and increase cross-skill training to maximize the selection ratio.
- Conduct appraisal meetings.
- Bench management
- Ensuring & helping seamless connectivity between the employee and concern teams.

Description:

DxSherpa is a ServiceNow Partner. Specialist in ITSM, ServiceNow implementation, ServiceNow ITBM, ServiceNow CSM, GRC, ServiceNow Managed Services, CMDB.

Sterlite Technologies (Apr2021- Jun2022); HR Executive (Fixed Term Consultant)
Tata Communications (Jul2019- Apr2021); Consultant-HR (Fixed Term Consultant)
Altius Data Solutions (Aug2017- Jul2019); Jr. Consultant HR
Mindigit Technologies (Mar2016- Apr2017); HR Generalist

- HR Induction, Joining Formalities
- Data Management for full Employee Lifecycle
- Appraisal Process- One on one meeting with employees, releasing appraisal letter.
- HR Projection data preparation
- Payroll processing
- Dashboard Preparation
- Analyzing different reports
- Workflow reassignment and amendment
- Creating contract/ addendum for FTC
- Worked on Success Factor/ SPINE/ Darwin
- Worked in HRSS team and handling PMP process.
- Retention

Education:

MBA (Mar2011- Mar-2012)
JCU, Singapore

BBA (Aug2007- Aug2010)
IEM, Kolkata

Achievements:

- **ACHIEVERS AWARD- 2018**
- **WOW AWARD- 2020**
- **STAR PERFORMER- 2022**
- **STAR PERFORMER- 2022**