

## Reema Purohit

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### CAREER HIGHLIGHTS

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- Accomplished HR Manager with 11 years of experience leading all aspects of HR. Expertise in talent management & development, enriching employee experience, employee engagement, performance management, employee relations, HR Operations, and compliance.
- Proven track record of developing and executing creative HR strategies that align with business goals and foster organizational growth.
- I am dedicated to cultivating thriving workplaces that promote happiness and productivity. As an HR professional, I am driven by my passion for empowering individuals to achieve their full potential.

### Core competencies include.

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- \*People Manager \*Employee Relations\* Organization Development \*Employee Experience\* Induction & Onboarding \* Digitization \*Compensation & Benefits administration \* Compliance \*HRIS \* Employee engagement and branding \* HR Policies\* Employee Relations \*Performance Management \*Rewards & Recognition \*HR Policy development \*OD Intervention\*Change Management\* Talent Acquisition\* HR Automation \* Employee Branding\* HR Analytics \*HR Metrics and Dashboard\*Conflict Resolution\*Talent Acquisition\*Problem Solving\*Flexibility

### WORK EXPERIENCE

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#### Software Growth Partners: SGP India HRBP & Ops Manager-

Feb 2021 –till date

- Built processes required to support SGP's team expansion in India, ensuring a seamless and uniform employee experience throughout the entire employee lifecycle. This includes responsibilities such as talent acquisition and onboarding, benefits administration, payroll execution, employee relations, professional development, performance management, and offboarding.
- Providing support, advice & consultation, and coaching to Managers and employees, embedding HR strategy, and priorities, and acting as a trusted advisor to business leaders and the leadership team. Recommended new initiatives to improve the employee experience.
- Collaborated with managers to identify talent needs, develop succession plans, and implement strategies for attracting, developing, and retaining top talent.
- Fostered a high-performance culture by overseeing and enhancing performance management processes, including goal setting, annual reviews, talent reviews, calibration coaching first-level managers, and facilitated discussion regarding performance improvement plans with managers
- Partnered with managers to prepare for and complete performance reviews, calibration, and compensation recommendations, in alignment with SGP values and policies. Collaborated with managers to identify skill gaps/learning needs, create talent development plans aligned with business objectives, and ensure employees have the necessary skills for effective role performance.
- Successfully managed employee benefits programs, including compensation, health insurance, expenses, vacation, and other personnel packages for all employees.
- Implemented effective retention strategies and interventions to mitigate retention risks by analyzing employee

turnover trends. Acted as a trusted advisor for employees' managers addressing their concerns, employee relations issues and resolving conflicts in a fair and consistent manner.

- Fostered a culture of transparency, psychological safety, and open communication through regular all-hands meetings, town halls, and recognition events, resulting in a more engaged and productive workforce.
- Managed employee relations matters with a fair and consistent approach, addressing concerns, conducting investigations, and recommending appropriate actions in compliance with company policies and legal regulations.
- Implemented strategies HR initiatives like revamping recruitment and creating smooth and effective onboarding practices like introducing a well-structured weekly induction plan, impactful employee 30-60-90 days connect, buddy, program, and introducing robust mentorship programs to enhance employee experience.
- Established regular touch points and listening sessions with employees to establish trust and serve as the guardian of the employee experience in India and foster high levels of employee engagement
- Supported the full employment lifecycle of our employees from onboarding to offboarding. Collaborated with talent acquisition by partnering with marketing teams to drive proactive recruiting and talent
- Led the initiative to identify targeted individual training and development plans, recommended relevant programs, designed training calendars, and secured budget approval; facilitated implementation.
- Partnered with managers and employees to handle and resolve workplace issues, and facilitate effective solutions for handling underperformance, workplace investigations, and other critical employee matters
- Designed HR policies that enhanced the overall employee experience and organization success, from pre-hire to post-employment. Provided guidance on HR policies, procedures, and best practices to ensure consistency and compliance across the organization
- Assist end-users in navigating HR systems and resolving related issues, providing training to users on new HR system features and updates.
- Managed the Payroll function, ensuring full compliance with Federal, State, and Local laws while implementing HR policy best practices.
- Delivered competitive compensation and benefits by conducting comprehensive benchmarking, launching impactful new benefits, and designing a fair and motivating compensation plan aligned with employee skills, contribution, and legal requirements.

## **StayinFront**

### **HR Manager Dec 2017 – Feb 2021**

- Developed and implemented competencies and BEI (for CS roles) such as effective communication, customer focus, conflict resolution, teamwork, problem-solving, etc resulting in a 20% increase in customer satisfaction and improved quality of hire.
- Partnered with leadership to provide guidance and support to resolve complex employee relations issues. Successfully implemented employee engagement and well-being initiatives, resulting in a more productive and engaged workforce.
- Contributed to the organization's culture by promoting values, behaviors, and practices that enhance employee satisfaction, motivation, and overall productivity.

- Overseen new hire and termination processes, ensuring managers adhere to company protocols, including facilitating new employee orientation and onboarding and conducting exit interviews.
- Streamlined performance management, learning and development, and career progression initiatives, aligning employee growth with organizational objectives, and fostering a culture of continuous improvement, resulting in enhanced talent development and succession planning.
- Maintained compliance with employment laws and regulations, managed HR audits with zero compliance issues.
- Design, plan, and execute efficiencies and improvements in HR processes and policies.
- Managed design & implementation of total rewards initiatives, policies, and recommended best practices. Supported in the planning, budgeting & monitoring of all compensation for all the functions across the organization
- Used data-driven insights to develop and implement strategies that improved employee attraction, retention, and growth, resulting in a more positive and productive work environment.

## **SPEC India**

### **Sr. HR Executive (HR Operations)**

**June 2011 –Dec 2017**

- Led the revamp and development of an in-house Performance Management System (PMS) and HR Information System (HRIS) as part of organizational development initiatives. This resulted in more objective performance reviews and enhanced employee engagement.
- Develop, document, and oversee complete employee lifecycle processes; from onboarding and training to transitions. Lead diverse HR programs spanning strategic and day-to-day aspects
- Coached and advised managers on employee matters, including performance management, learning and development interventions, handling sensitive employee relations issues, promotion cases, and implementing Performance Improvement Plans (PIPs) when appropriate.
- Took ownership of the entire employee lifecycle from onboarding to exit, ensuring a smooth and positive experience throughout.
- Identified areas where HR processes and policies could be improved and collaborated with other teams to implement the necessary changes. Provided advice and counsel to department heads, managers, and staff on a variety of HR-related topics/policies and programs Designed and developed initiatives and programs to support our people strategy and core values.
- Conducted regular employee connects to enhance satisfaction, address queries and conflicts, and create a platform for employees to connect with leaders, HR, and cross-functional teams (e.g., "Chai pe Charcha" sessions with the CEO ESS, Suggestion Box, Skip level meeting), fostering effective relationships with the leadership team and employees at all levels.
- Successfully managed first-level grievances of associates, resolving issues quickly and fairly. Designed and implemented a successful rewards program recognizing and rewarding employees for their contributions.
- Collaborated with cross-functional teams to ensure fair and equitable compensation by establishing salary parity at the role level and conducting benchmark exercises for benefits, resulting in a balanced and competitive compensation structure

- Demonstrated HR compliance expertise, collaborating with cross-functional teams to ensure adherence to ISO HR standards and regulations. Helped improve HR processes and policies by insights on industry best practices resulting in six consecutive years of successful audits with no compliance issues.

## **JUST DIAL**

### **HR Ops Executive**

**June 2010 –June 2011**

- Successfully implemented time-bound hiring strategies, resulting in a 25% increase in candidate pipeline by leveraging diverse sourcing channels to attract talent.
- Administered the compensation program, monitor, and support performance evaluation and employee recognition programs as required.
- Actively supported company-wide initiatives, including employee onboarding, engagement, and exit interviews, contributing to a positive and productive work environment.
- Demonstrated effective use of HRIS software (HR Mantra) for efficient management of employee data, time and attendance tracking, and report generation for management and compliance purposes.
- Successfully administered company benefits programs, including healthcare, night shift allowances, food allowances, etc. Managed enrollments, terminations, and claims, ensuring employees received optimal benefits packages.

## **EDUCATION**

<b>MBA in Human Resource (Full time)</b>	<b>2006 – 2008</b>
▪ ICFAI Business School -HYD	
<b>PG Diploma in IR &amp; Labour Law</b>	<b>2009 – 2010</b>
▪ Bhavans College	
<b>Bachelor of Commerce</b>	<b>2005 – 2006</b>
▪ Gujarat University	

## **NOTABLE ACHIEVEMENT**

- Won “Employee of the Year” award and was rewarded with INR 35000/- in SPEC India
- Won “Star of the Quarter” in SGP Q2 2022

## **CERTIFICATIONS**

- Advanced HRBP
- Change Management
- Employer Branding for TA & Human Resource Professionals & Certification in Design Thinking