



Nanditha Singh

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Languages Known – English, Hindi, Kannada, Tamil, and Telugu

Objective

Being from a management background with substantial experience in IT, ITES, E-commerce/Service, and Product industry provides me leverage to understand the industry work system more in-depth and work as per the market standards from the Human Resource end. I am looking for an opportunity wherein my expertise in the current domain can add to the employer's business from an HR perspective. My core experience lies in Business partnering, Hire to retire employee experience, Talent Management, Employee Relations, Performance Management, Employee engagement, Process Improvement, Attrition control, and Policy implementation. Team managing experience of 6 years and handled a team size to maximum 14.

Work Experience

Sr. MANAGER – HRBP & Culture| HEALTHIFYME WELLNESS SERVICES LTD | MAY'21-TILL DATE

- Managing HRBP function across PAN India with headcount spanning to 2200+ with 5 team members.
- Set up HR Ops & HRBP function with formulating the Policies, SOPs, and Process improvement from Offer to Exit stage.
- Employee engagement interventions (both In-Person & virtual), ENPS survey, IJP framework, Grievance handling, POSH cases, HR & team connect, Mentoring sessions across all levels with leadership etc.
- Worked & implemented projects i.e., Development of HRIS tool, Glassdoor rating, POSH training, Rewards & recognition framework, Career progression, RAG analysis, Great Place to Work certification, Employee Handbook, Process, and Policy communication across org.
- Attrition trend analysis and reporting to BU head, Leadership, and CEO.
- Strategic projects, L&D and org-wide initiatives.
- Recognized and part of the Top 50 core team of HealthifyMe within 6 months from DOJ.

MANAGER - HRBP| WICKEDRIDE ADVENTURES SERVICES LTD (BOUNCE) | OCTOBER'19-APRIL'21

- Managing on-ground HR delivery of blue & grey collars for an account spanning over 4500 employees until March 2020 & from April 2020 managed 800+ employees across Karnataka, Telangana & Andhra Pradesh.
- Managed 4 to 14 members team.
- Responsible for Manpower planning, Hiring, Payroll, HRBP responsibilities, and effective workforce utilization.

- Formulated the HRBP Practices, Policies, and Processes.
- Handling day-to-day employee grievances and ensuring prompt resolution to maintain cordial management-employee relations.
- Engagement – Buddy program for new joiners, R&R program, One to One, Birthday celebrations, Leadership connect, Skip meeting, and Health initiatives.
- Managing Performance Management System, Payroll, Insurance related, PIP, disciplinary process, and exit/separation process management across Bangalore.
- Visit all office 18 offices in Bangalore for random audits to ensure all processes are followed & record employee pulse.
- Analyzing the data and reporting to business & HR head on a monthly basis/need-based.
- Worked & implemented 2 projects i.e., Development of HRIS tool, Effective manpower utilization project - Cheetah.

MANAGER - HRBP | SIMPLILEARN SOLUTIONS PVT LTD | MARCH'19- AUGUST'19

- Managed HR delivery for an account spanning over 500 employees across Bangalore and US.
- Managed 1 team member.
- Organize and facilitate new-hire orientation.
- Formulating the HRBP practices.
- Handling day-to-day employee grievances and ensuring prompt resolution of employee grievances to maintain cordial management-employee relations and achieve dedication by workers.
- Accountable for planning and facilitating employee engagement activities.
- Used various tools and mechanisms to increase the productivity of people through Engagement like One to One, Team bonding, and Town halls.
- Implemented ESAT framework successfully at Simplilearn and had 85% participation and analysis were reported to Business.
- Managed rewards & recognition program to maintain reliance between management & employees.
- Managing Performance Management System for all roles on a Quarterly basis.
- Analyzing the data, trends, and reporting to the business.
- Accountable for the separation process, also conducted exit interviews & made efforts to control attrition through RAG analysis.
- Worked & implemented 3 projects i.e., ESAT Survey, Early life, and Glassdoor rating in the span of 3 months.

ASSISTANT MANAGER | HINDUJA GLOBAL SOLUTIONS | APRIL'14- MARCH'19

- Sound Knowledge of HR/ER practices
- Managed 1800+ employees across Bangalore and Mumbai with 5 team members.
- Responsible for organizing Induction / Orientating of the new employees.
- Handling the statutory requirements like PF, ESIC, and Insurance for the business unit and faced eSCM, ISO, & Client audits.
- Handling day-to-day employee grievances and ensuring prompt resolution of employee grievances to maintain cordial management-employee relations and achieve dedication by workers.
- Accountable for planning and facilitating employee engagement activities.
- Headed the CSR initiatives monthly for the Project.
- Used various tools and mechanisms to increase the productivity of people through Engagement like One to One, Skip level meet, coffee with BUH, and Town halls.
- Strategic alignment with business and frame the Engagement activity on a weekly/monthly/quarterly/basis for better ESAT & ICSAT.

- Managing rewards & recognition programs to maintain reliance between management & employees.
- Working and coordinating activities with L & D team on Training for identifying the training needs of employees for upgrading their technical & soft skills.
- Managing Performance Management System for all roles.
- Employee's counseling on various issues pertaining to work, performance & interpersonal issues.
- Making analysis and presenting to business. Publish the dashboard.
- Ensure all Company policies and procedures are implemented consistently and fairly.
- Accountable for communication programs such as HR newsletter, Reports and all internal communication with employees on policies.
- Accountable for IJP, lateral hiring & supported entry-level hiring.
- Work very closely with team members to support business requirements.
- Accountable for the separation process, also conducted exit interviews & made efforts to control attrition.
- Effective exit feedback interviews, analysis, and corrective steps

ASSISTANT EXECUTIVE HR | CMC | NOV'13-MARCH'14

- Handled Permanent, Direct contract, and vendor contract employees.
- Accountable for onboarding formalities for the new hires and maintaining personnel files.
- Responsible for organizing and facilitating induction programs for new hires.
- Accountable for creating employee numbers and facilitating the salary account opening for the new hires.
- Handled employee grievances related to Salary, ESIC, and PF.
- Managing Performance Management System and rewards & recognition across all facilities.
- Working with L & D team on Training needs of employees.

SENIOR PROCESS EXECUTIVE | COGNIZANT TECHNOLOGY SOLUTIONS | JUN'10-NOV'11

- Mortgage payment process of CHASE Bank - US – Semi Voice.
- Decision-making on the missed payments and making payments for the delinquent taxes of the customer.
- Training the new hires on the process.
- Responsible for 100% quality of 10-member team.

SENIOR CUSTOMER SOURCE EXECUTIVE | FIRST SOURCE SOLUTIONS| FEB'09-JUN'10

- Broadband Support Process - TALK TALK (British BB Connection) – Voice.
- Promoted within a span of 6 months at First Source Solutions Ltd.
- Resolving the broadband-related issues of the UK customers.

RECRUITER/FRONT END EXECUTIVE | STRATEGIC CONSULTING SERVICES | JAN'08-JAN'09

- Conducting telephonic and F2F interviews for daily walk-ins.
- Handling a team of recruiters and coordinating with the ITES clients Mphasis, CLIL, and C-Cubed solutions at Strategic Consulting Services.
- End to End recruitment includes sourcing through job portals and coordinating with various consultants.

Skills & Abilities

MANAGEMENT

- Significant HRBP experience - An astute professional with one year of experience in ITES Recruitment and 10 years of experience in leading people management activities, Projects & Reporting, maintaining healthy employee relations, and handling employee grievances thus creating an amicable & transparent environment.

COMMUNICATION

- An effective Presenter & Communicator with excellent relationship management, negotiation, and analytical skills.
- Excellent skills in professional communication and building strong working relationships.
- Strong abilities in independent planning and execution of special HR projects.

Project

- **Organization-** Mico Bosch, Bangalore
- **Period-** One month
- **Highlights-** Study on each and every department of MICO-Bosch Ltd and analyze their functioning, conducting SWOT analysis of all these departments and the company as a whole. Primary focus of our project was on the Production Department, Human Resource Department, Finance Department and the Environment Department of MICO-Bosch Ltd.
- **Organization-** Pratham Motors Pvt. Ltd., Bangalore
- **Period-** One month
- **Highlights-** The project was conducted to understand the reasons for high attrition rate in a highly competitive auto dealership of Maruti Suzuki i.e. Pratham Motors Pvt. Ltd. Based on our study we arrived at the major reasons of attrition and also suggested few retention strategies in order to reduce the high attrition rate.
- **Organization-** Hinduja Global Solutions, Bangalore
- **Period-** Three months
- **Scope of the Project-** Organization Level/International Business Vertical
- **Project Parivartan: Highlights-** The project was on revamp the processes from Hiring to Mentoring phase of the organization for better employee experience, retention and high morale in 0 to 90 days' tenure of an employee. Attrition has reduced from 25% to 9% in the early life bucket in last 2 years.
- **Employee Satisfaction Survey:** Project was on building effective action plans to increase the Esat score and have better participation in the survey across international business of HGS. Scores have drastically increased from 29% to 65% & above in last 3 years across all the business verticals under international projects.
- **Early Warning System:** Project was on standardizing the Early Warning System & have data science build to give us insights on major reasons for attrition & retain the right talent.
- **CSR:** Project was on creating awareness and building a plan to have increased participation from Operations and cover 30% of the employees in the Philanthropic activity. The participation percentage and involvement in the CSR activity has been increased from 2% to 30%
- **Employee Engagement:** Engagement that brings value and has an impact in having better-engaged employees so that the performance of an individual and the Company increases. Survey proved an impacting increase in engagement of employees and has improved the overall performance of the business vertical.

Education

MBA IN HUMAN RESOURCE | MARCH'13 | CMR-CENTER FOR BUSINESS STUDIES, BANGALORE

- Major: Human Resource
- Minor: Marketing
- Related coursework: Worked on multiple Human Resource Management projects, including the organizational system, behavior, and Case Studies.
- Industrial visit, further related projects have taken up to know in depth HR functioning of different type of sectors/Industry and recommend the area of improvement and control as per its status quo.

BACHELORETTE IN COMPUTER SCIENCE | JUNE'08 | MAHARANI LAKSHMI AMMANI COLLEGE, BANGALORE

- Major: Computer Science

Extra-Curricular & Accolades

- Awarded for the Successful project execution & effectiveness at Bounce.
- Awarded with “**Dhronacharya Award**” for being the best Mentor for new hires in HR.
- Awarded as the “**Best Employee of the Year**” for 2016 and 2018 at HGS.
- Event Organizing and Emcee for Organizational level activities. Emceed a New Year Party at Holiday Village Resort (NYE-2017) and Gold coins’ resort (NYE - 2020)
- Awarded as the “Cultural Ambassador” of CMR CBS.
- Won First Place for “Business Plan” at Sambhram Institute of Management & Technology.
- Won First Place in the HR Event at CMR IMS (Intercollegiate level).
- Won First Place for Mime and Skit at CMR Centre for Business Studies.
- Won Second Place for Fashion Show at Intercollegiate level.
- Coordinator of the Class, HR group & Placement Committee.
- Participated in various Dance Competitions at College and Intercollegiate level, also participated in Dell Talent Hunt and Maruti Suzuki Colors of Youth (Qualified for finals).

Leisure time activities

- Dance, Gardening & Pencil Sketching.

Declaration

I hereby take complete responsibility that the above-mentioned information is correct to the best of my knowledge.

Name- Nanditha Singh

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