



# Sushma Shetty

+91 9113048223

sushmashetty20@gmail.com

Bengaluru, India

## SUMMARY

- A goal-oriented professional with 14+ years of rich experience in HR Operations which includes Administration, Team Management and Process enhancement.
- In-depth understanding of managing employee lifecycle from on-boarding till exit including talent acquisition, talent development, retention, grievances and exit management
- Keen customer-centric approach with skills in addressing client priorities and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores.
- Quick-learner with excellent interpersonal, communication & collaborative skills and strong business acumen in facilitating harmonious work culture with management & employees
- Handled employees deputed with clients such as DXC, HPE, Oracle, Dell, Wipro, HCL, Tech M, NTT Data, Infosys, Coforge, Edgeverve, MBRDI, EY, Mindtree etc. over the last 9+ years.

## SKILLS

- HR Operations
- Employee Lifecycle Management
- Process Enhancement
- Policy Administration & Regulation
- Employee Engagement
- Payroll Management

## IT TOOLS & PROFICIENCY

- Associate Life Cycle System (ALCS)

## EXPERIENCE

04/2014 - 12/2022

### Manager HR

**Bhilwara Infotechnology Ltd** | Bengaluru

- Leading end-end HR functions with a team for forecasting capability requirements, onboarding, learning interventions, managerial development, succession planning, leadership development, employee relations and workforce integration
- Organize induction program, joining formalities, HR session for new hires
- Dealt with all aspects of maintaining and generating employee records, recruitment files, payroll information and confidential data as and when required by the teams.
- Analyzing the HR processes, streamlining systems, focusing on improving processes to promote reliability, increase simplicity & enable scalable growth through alignment of organizational processes, systems & culture
- Designing and implementing an effective Performance Management System and regularly upgrading the same, with a view to increase the overall effectiveness and efficiency of the Organization's Performance
- Interacted with employees at every stage of their career through One on Ones, other Employee Engagement activities
- Prepare and maintain job descriptions, KRA for all internal employees and new joiners with the help of HOD's and ensuring that it is in line with the Organizational goals
- Compensation and Benefits: Prepared monthly payroll, administered staff benefits schemes, suggested changes in salary structures to be inline with market standards.
- PAN India Medical and Accident Insurance Management, Ensuring timely closure of claims, Handling escalation cases. Manage all external vendors and involve in contract renewals and negotiations.
- Timely completion of BGV for all deputed resources based on client parameters for smooth onboarding of new joiners. Worked with external vendors such as FADV, Secure Credentials, Hello Verify, KPMG etc
- Collaborating with Business Leaders to understand strategic business objectives and formulating HR strategies to meet current and future employee engagement and talent management needs
- Adherence to client process and set priorities to meet all requirements set by client for joining, Deputations, Background Checks, and Handle employee Grievances.
- Analyze attrition trends and collaborate with business units on employee retention
- Worked closely with the Management in preparation of annual budget and also in reviewing the cost periodically to keep expenses under control.
- Managing HR compliances & audit requirements for all clients
- Organizing training programs as per business and organizational requirements.

- Wallet HR
- Spine
- MS Office (Word, Excel, Power Point)

## ADDITIONAL INFORMATION

- Date of Birth - 06 April 1987
- Marital Status - Married
- Nationality - Indian
- Languages Known - English, Hindi, Kannada
- Places - Bengaluru, India

04/2008 - 03/2014

### Lead HR

**TeamLease Services Pvt. Ltd** | Bengaluru, India

#### Key Responsibilities:

**Induction & Onboarding:** Managed Joining formalities, induction programs & ensured seamless onboarding of new hires

#### **Statutory Compliance, Payroll & Vendor Management:**

- Handled payroll administration for 1200+ employees (Teamlease) & 1500+ employees (IIJT) & coordinated with respective stakeholders for timely disbursement of salaries.
- Prepare Monthly MIS reports, HR Dashboard, Attrition reports and present the same to leadership team.
- Responsible for timely renewal of all registrations and vendor agreements - Professional Consultants, Other Vendors such as BGC, Long Service Award etc
- Ensured all employee concerns are resolved within committed timelines.

#### **Performance Management:**

- Maintaining Employee Data for half yearly & annual performance appraisal.
- Ensure & Administer performance review for New Joiners & extend probation based on the feedback from SBU
- Successfully facilitated as well as coordinated the smooth operation of Performance Appraisal process for all employees through proper documentation, strict adherence to timelines
- Preparation of Various letters based on the Appraisal done such as Promotion / Performance Improvement Plan / Increment Letters for 1200+Employees
- Conducting PMP related surveys post appraisal. Capture training needs from the surveys conducted and provide input to Training department.

#### **Employee Engagement / Relations:**

- Coordinating for various R & R Programs, Organised various Fun @ work activities, Conduct / Coordinate for HR workshop for proper implementation of procedures.
- Prepare SOP's and ensuring the new processes and procedures are implemented consistently.

**HRIS and Database Management:** Played a key role in HRIS implementation and updating employee database on regular basis.

**Exit Formalities :** Conduct Exit Interviews and escalate to Business Units, if any for better understanding. Issuing required documents to employees once all required clearances are in place.

**Talent Acquisition:** Screening resumes, conducting telephonic interview & Hiring interns within the budgeted cost on need basis.

#### **Miscellaneous:**

- Conduct HR audit across all locations to assess the consistency of Policy implementation
- Assisting Internal and external auditors by providing them required documents/information. Worked with Dias & Associates, PWC, PF Inspectors, ISO Auditors
- Providing the Addition / Deletion list to the Insurance company for generating Insurance E Cards
- Handle grievances and escalations and ensure the same are resolved within committed timelines.
- Investigate and give out Warnings - verbal/written to employees found in violation of process/ company policies.
- Ensure all New Joinees documents are sent across for background verification, based on reports (Red, if any) take corrective action

08/2007 - 02/2008

**Customer Service Executive**

**JetLite India Pvt Ltd** | Bengaluru

- Handled Passenger Service Operation in Bangalore International Airport
- Professionally handled and processed customer complaints, completing in line with the company's procedures.
- Guaranteed first-class customer service, enthusiastically anticipating and catering to customer needs and requirements.
- Preparation of reports on the basis of flight coupons received for the day
- Handling other day to day activities such as Check-in, Boarding, Baggage, Arrivals, Ramp, Service Control etc.

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## EDUCATION

2010

**Annamalai University** | Bengaluru, KA

Post Graduate Diploma in Financial Management: PGDFM

2009

**Alagappa University** | Bengaluru, KA

Master of Business Administration: HR

2007

**Jyoti Nivas College** | Bengaluru, KA

Bachelor of Commerce

2006

**Speedlinks** | Bengaluru, KA

Diploma in Airline Ticketing & Tourism Management