

EVELYN JOSEPH

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Summary

Self-driven and energetic professional with core Business Partner HR experience. Currently supporting 800+ employees in a firm that specializes in outsourced capabilities. Holds a Master's in Business Administration (MBA) in HR from Symbiosis Institute of Business Management (SIBM), Bengaluru. Responsible for driving complete HR life cycle processes such as performance management, R&R, engagement, grievance-handling etc. to support a high-performance work culture.

Key Competencies

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|-------------------------|-----------------------|---------------------------------|-----------------------|
| Talent Management | Employee Engagement | Performance Management | Rewards & Recognition |
| Employee Relations | Conflict Management | Policy, Governance & Compliance | Business Partnering |
| Effective Communication | Analytics & Reporting | Grievance Resolution | Change Management |

Professional Experience

Wipro Business Process Services Ltd.

Senior Executive – Talent Engagement & Development

June 2015 – Present

- Business partner HR for revenue-generating teams spread across multiple business units – Knowledge Services/KPO, Corporate Business Services & Product, Technology and Transformation
- Currently aligned to a span of 800 + employees
- Working with senior operations leadership to ensure that HR is integrated with operational needs
- End-to-end ownership of employee life-cycle management; performance metrics, rewards & recognition, career development & progression, succession planning
- Routine management of complex employee relations issues, grievance handling & counseling by acting as the first point of contact for line managers on matters related to management of staff performance, absenteeism, governance or other behavioural concerns
- Facilitated PMS cycle of 2015-16 which included goal-setting exercise, manager feedback sessions and the creation of a performance scorecard to enable individual increment arbitrations based on appraisal merit
- Meet Your People Program: Responsible for keeping the leadership team updated of the floor pulse through Skip meetings across levels, One-on-ones, Focus Group Discussions (FGD) & HR Hour Sessions as a dipstick to understand people concerns / issues from a broader perspective
- Collaboration with workforce management team, business finance & compensation team to ensure that all resource requirements are processed in accordance with financial budgetary limitations, overall resource plan & HR policy
- Responsible for developing a communication strategy to support information sharing and to deliver communications during organization-wide changes and other announcements across span
- Driving fun activities, special staff events & location-level celebrations with the appropriate SPOCs
- Responsible for addressing risk, business conduct & compliance concerns with internal stakeholders

Accolades & Additional Responsibilities:

- Consistently placed in Top 20 across India HR BPs across stack rankings published monthly
- Limited 30 employee attritions through suitable redeployment into other teams/career development opportunities where available, thereby resulting in reductions of INR 3,60,000 in cost of hiring for FY 16-17
- Special recognition for efforts & contribution put in during the BCP declared for Chennai floods of 2015
- Location SPOC for Career & Wellness drives, Women's day Celebrations and other centrally-driven events
- PMS SPOC for Product, Technology & Transformation vertical FY 16-17

Summer Intern – Human Resources

April'14 – May'14

Worked on 4 domain projects with the Schneider HR team

- *A Study of the Existing Rewards & Recognition Programs at the SE Hyderabad Plant*
Determined effectiveness of R&R framework through employee survey with a sample of 75 plant workers
- *Profile and Branding of the Members of Internal Trainer Community*
Built individual trainer profiles, analyzed specific qualifications & interests via one-to-one interactions to be maintained on file for prospective training needs
- *Worker Recruitment Assessment Test Creation*
Developed new assessment structure for all walk-in recruitment drives at the Hyderabad plant
- *Campus Connect Program for Worker Recruitment*
Created a database of local institutions for potential recruitment (Women's SHGs, NGOs, Polytechnics in the locale)

Education Details

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|----------------------|--------------------|---|
| MBA (HR) | 2013 – 2015 | Symbiosis Institute of Business Management Bengaluru – 3.25/4.0 (GPA) |
| B. Tech (CSE) | 2008 – 2012 | National Institute of Technology Calicut – 6.28/10.0 (GPA) |
| Class 12 | 2008 | The Indian School, Bahrain – 86.60% |
| Class 10 | 2006 | IIS Dammam, Saudi Arabia – 91.20% |

Achievements & Positions of Responsibility

- Captain, SIBM Bengaluru Women's Badminton Team (2014)
- 2nd Place, SIU Badminton Championships (2014)
- Member, Sports Council, Symbiosis International University (2013 – '14)
- Represented IIS D & Indian School Bahrain at Gulf Zonal Badminton Championships (2006 & '07)

Other Interests

- Badminton enthusiast
- Amateur western vocalist, enjoys performing informally
- Self-taught in figure-drawing (pencil sketching)