

NIVEDITA NANDA



A fervent HR Leader, and achieved successful, transformational & inclusive people organizations, across diverse industries. Following are some key success attributes, which best describe my strengths and skills.

- ✓ Comprehensive business strategizing and aligning organizations to drive business growth.
- ✓ Sixteen years of experience as National HR Leader, across enterprises, together with managing Overseas entities for some of them.
- ✓ Talent acquisition & development under wide range of required skill sets
- ✓ Establishing inclusive organizations having cultural, language, and skill diversity, through passion, connect & mentorship.
- ✓ Unique experience of managing people across industries such as Defence Forces, Manufacturing, Power Distribution, Infrastructure, Retail Chain, Healthcare, Media, and Services.
- ✓ Management of disruption under a number of Mergers & Acquisitions.
- ✓ A worthy recognition to have featured among 100 most Influential Global HR Professional by CHRO Asia.
- ✓ Feature among India's 50 Best HR Leaders of 2021, by White Page International

Country Director People & Culture ISS Facilities India- (Since April 2022)

Key Accomplishments:

- ✓ Improvement in shortage from 5% to 1%, resulting in a remarkable 22% increase in business growth and margins.
- ✓ 100% regulatory adherence, leading to heightened customer satisfaction and an improvement in Net Promoters' Score (NPS), by 14%.
- ✓ Creation of an inclusive ISS by implementing a top-down strategy grounded in key performance indicators (KPIs), along with various complementary initiatives.
- ✓ Complete HR integration with Business Development & Operation for speedy resolution & satisfaction of Key & Important Clients
- ✓ Transformation of the culture to a high trust and high performance one, leading to a jump from 27th to 6th position in the "Great Place to Work" rankings.
- ✓ Enhancing ISS image and brand value among Enterprises, through winning multiple awards & accolades.

Group CHRO - Kaya Ltd. (India & Middle East) (July 2017 to April 2022)

A unique hybrid healthcare business, offering aesthetic services across 100 clinics in India and the Middle East. Additionally, distribution of 85 skin and hair care products developed through in-house R&D via clinics, modern retail outlets, and e-commerce channels.

Key Accomplishments:

- ✓ 24% improvement on people costs impact to the P&L, through a range of innovative interventions.
- ✓ Adjudged "Great Place to Work" against the backdrop of continual cost optimization endeavors through last 3 years.
- ✓ Retention of Doctors and 36% improvement in attrition among the Clinic Staff has translated into revenue surge at the Clinic level.
- ✓ Recipient of a range of HR Excellence awards, including Golden Peacock Award and Best HR in Retail, by RAI (TRRAIN), consecutively for last 3 years, 100 Best Companies to work for Women by Avtar.

HEAD – People Office - Future Retail Ltd. (February 2015 to June 2017)

Future Retail was the largest Retail Enterprise in India (Before a hostile takeover) and the flagship business of Future Group. It contributed to 70% of the Groups' top-line, employs in excess of 28,000 people across 400 locations in India.

Key Accomplishments:

- ✓ 20% improvement in people cost ratio through innovative interventions.
- ✓ Developed and launched a pioneering R&R program on a digital platform, a first in the Group, linking performance to revenue and inventory, resulting in boosted store revenue.
- ✓ Introduced a range of Talent Management initiatives, including a Senior Leadership Development Program & experienced zero Senior Management churn in 2 & ½ years.
- ✓ Successfully integrated 150 stores and 3,500 people, following the acquisition of Bharati Retail Ltd.
- ✓ Recipient of a range of HR Excellence Awards, including Best CSR Initiative.

Senior VP HR & Administration - Prime Focus Ltd. (November 2013 to January 2015)

Prime Focus Group is a Global leader in Media IT & Entertainment Industry. It employed over 5,500 highly skilled people across 15 cities in India, USA & UK.

Key Accomplishments:

- ✓ Successful integration of over 2,100 new employees out of acquisition of Reliance Mediaworks, DAKS & Double Negative.
- ✓ Launched the first R&R programme across the Group & first CSR programme in India.
- ✓ Established the first Shared Services Platform for the Group.
- ✓ Digitization of HR Practices.

Chief Peoples Officer - Reliance Health (Jun 2008 to October 2013)

Reliance Health launched its first 850 bed super specialty hospital in early 2009 at Mumbai. This grew to a ₹1,000- Cr venture and employed over 3,000 people by 2013.

Key Accomplishments:

- ✓ For the first time in the Healthcare Industry, introduced a Full Time Consultant (Doctor) Model, which enhanced ethical medical practices.
- ✓ Only High-end Hospital in Mumbai without a bargaining unit.
- ✓ Consistently surpassed the Industry Indicators for productivity and retention.
- ✓ Kokilaben Hospital became an Industry Trendsetter for Hospital HR Practices.

GM HR - Reliance Energy Ltd. (September 2006 to May 2008)

Reliance Energy, a subsidiary of Reliance Infrastructure Ltd. acquired Delhi Vidyut Board, along with 23,000 Government employees in Delhi NCR, with 9 different bargaining units.

Key Accomplishments:

- ✓ Transitioned the senior leadership team of Delhi Vidyut Board to Reliance Energy, which helped to establish One-BSES.
- ✓ Transformed the Officers under bargaining units from traditional confidential reports to a performance-based appraisal system.
- ✓ Achieved significant productivity gain among award staff.
- ✓ Launched Talent Management Initiatives and Succession Planning.

Senior Manager – Corporate HR, Jindal Stainless Ltd. (February 2005 to August 2006)

Jindal Stainless, is one of the largest integrated stainless-steel manufacturers in India, having factories at Haryana, Rajasthan and Odisha.

Key Accomplishments:

- ✓ Successful negotiations with external unions and political entities to rehabilitate the displaced families at the Steel Plant, in Odisha.
- ✓ For the first time developed and implemented a range of Talent Management initiatives, including a Corporate Executive Development Programme and Assessment Centers.

Regional HR Manager (West) - Praxair India Ltd. (December 2003 to January 2005)

Praxair, a global leader in manufacturing various gases for diverse industries, operated four plants and employed 840 individuals in the Western Region

Key Accomplishments:

- ✓ For the first time developed & implemented Competency Mapping and Executive Development Programme in the Region and managed the National rollout.
- ✓ Western Region was recognized as the best Region under Employee Satisfaction Survey.

Flight Lieutenant - Indian Air Force (Jun 1993 to Jun1999)

My tenure as an Officer in the Indian Air Force, provided an unparalleled foundation for my professional journey. The experience instilled in me invaluable skills such as agility, multitasking, adeptness in extreme change management, and the ability to connect with and motivate people amidst challenging circumstances.

- ✓ I was honored with the "CNC's Commendation" for outstanding performance in the Training Command.

Academic & Developmental Proficiencies

- ✓ MBA – HR from Jamnalal Bajaj Institute of Management Studies, Mumbai
- ✓ MDP from Wharton University, Pennsylvania
- ✓ Master's in psychology from Utkal University
- ✓ Certified Thomas PPA
- ✓ Recognized as 100 most Influential Global HR Professional by CHRO Asia.
- ✓ Awarded "Fellow "By Institute of Directors (IOD)
- ✓ India's 50Best HR Leader 2021 by White Page International
- ✓ Awarded "Great Manager Award" by GPTW