

HEENA DHUNIYA

HR Manager | Talent Acquisition, Employee Relations & HR Operations

+91 9619296484 @ heenadhuniya@gmail.com Thane, India

SUMMARY:

Manager – HR & Operations

HR Manager with proven experience in recruitment, onboarding, performance management, and HR compliance. Adept at improving employee experience, driving people-centric policies, and supporting organizational goals through efficient HR operations. Conflict resolution, training programs, and managing end-to-end HR functions to support organizational efficiency and culture.

EXPERIENCE:

03/2024 - 10/2025	Admin cum HR Manager
India	<div><div>Go Solar Solutions</div><div>Go Solar Solutions is a leading solar EPC company specializing in the design, installation, and maintenance of high-efficiency solar power systems for residential and commercial clients. With a strong focus on sustainability, quality, and cost-effective energy solutions, the company delivers reliable projects that reduce energy costs and support clean energy adoption.</div><div><ul style="list-style-type: none"><li>Oversaw HR functions: recruitment, onboarding, payroll, compliance, relations.</li><li>Led hiring across departments, ensuring talent acquisition. Streamlined processes for efficiency.</li><li>Managed operations, allocation, coordination, issue resolution. Implemented HR policies, compliance, and engagement initiatives.</li><li>Managed end-to-end HR functions including recruitment, onboarding, payroll, compliance, and employee relations.</li><li>Led the complete hiring cycle across multiple departments, ensuring quality talent acquisition and timely closures.</li><li>Streamlined operational processes to improve workflow, team productivity, and service efficiency.</li><li>Handled daily operations, resource allocation, staff coordination, and issue resolution to ensure smooth functioning.</li><li>Implemented HR policies, performance management systems, and employee engagement initiatives.</li><li>Ensured statutory compliance documentation and HRMS data maintenance.</li><li>Collaborated with department heads to support manpower planning, training needs, and business requirements.</li><li>Monitored operational KPIs, addressed bottlenecks, and executed process improvements for overall growth.</li><li>Managed team performance, provided coaching, and ensured accountability in both HR and operational tasks.</li><li>Managed end-to-end operations including project scheduling, workforce coordination, vendor management, and material planning for smooth solar installation delivery.</li></ul></div></div>
09/2023 - 02/2024	Team Delivery Associate
Andheri, India	<div><div>Datamatics Business Solutions</div><div>Datamatics Business Solutions is a global BPM and data-driven services company delivering demand generation, data management, research, and finance outsourcing solutions powered by AI, automation, and deep industry expertise.</div><div><ul style="list-style-type: none"><li>Handled service disruptions, coordinated cross-functional resolution, and ensured timely incident reporting and escalation.</li><li>Conducted incident audits, trained teams on quality processes, and maintained compliance standards.</li><li>Analyzed service data to identify risks and implement operational improvements.</li><li>Managed end-to-end lead operations by understanding client requirements, coordinating with project teams, and ensuring accurate lead qualification.</li><li>Delivered high-quality leads on time, performed strict quality checks, and aligned outputs with client specifications.</li><li>Maintained detailed project reports, tracked key metrics, and ensured timely updates and monthly data backups.</li><li>Excelled in fast-paced environments with strong adaptability, time management, and communication skills.</li></ul></div></div>
11/2021 - 09/2023	Quality Audit
Andheri, India	<div><div>Datamatics Business Solutions</div><div>Datamatics Business Solutions is a global BPM and data-driven services company delivering demand generation, data management, research, and finance outsourcing solutions powered by AI, automation, and deep industry expertise.</div><div><ul style="list-style-type: none"><li>Led quality audit teams and ensured high accuracy in lead-generation data across FMCG, Oil &amp; Gas, and Government sectors.</li><li>Delivered coaching, training, and upskilling to improve team productivity, quality standards, and compliance.</li><li>Conducted secondary research, web scraping, and data analysis to support diverse campaign objectives.</li><li>Provided actionable feedback to operations and coordinated with cross-functional teams to meet project goals.</li><li>Ensured timely delivery of quality-assured data while maintaining adherence to KPIs, policies, and process standards.</li><li>Resolved conflicts, supported team members, and contributed to a positive and collaborative work environment.</li><li>Implemented problem-solving strategies that improved service delivery and operational efficiency.</li></ul></div></div>
10/2020 - 06/2021	Market Research Analyst
Turbhe, India	<div><div>Smarte DASS Pvt Ltd</div><div>Sourcing and verifying market research data</div><div><ul style="list-style-type: none"><li>Utilized search engines like LinkedIn, ZoomInfo, and Hoovers to source and verify information.</li><li>Conducted comprehensive company research across industries, including IT and FMCG, ensuring accuracy of names, staff sizes, and contact details.</li><li>Updated and maintained company databases in CRM, meticulously verifying telephone numbers and email addresses using specialized software.</li><li>Managed data across various geographic regions, including the USA, UK, Asia, EMEA, NAR, and Europe DACH.</li><li>Organized and maintained databases in Excel, consistently meeting client specifications for data sourcing.</li></ul></div></div>

EDUCATION:

04/2010 - 05/2013

India

Bachelor of Computer Applications (BCA) - 76%

Yashwantrao Chavan Maharashtra Open University (YCMOU)

STRENGTHS:

- Strategic HR & Talent Management**  
Skill in managing human resources and aligning them with organizational goals
- Payroll Administration & Statutory Compliance**  
Experience in managing payroll and ensuring compliance with statutory requirements
- Team Leadership & Coordination**  
Proven ability to lead, motivate, and coordinate multi-functional teams to achieve operational, HR, and sales goals.
- Operations & Service Management**  
Experienced in streamlining day-to-day operations, monitoring performance metrics, and ensuring seamless service delivery.
- Data Analysis & Reporting (Power BI)**  
Skilled in using analytical tools and Power BI dashboards to track performance, identify trends, and drive data-driven decision-making.
- Cross-Functional Collaboration**  
Efficient in collaborating with diverse departments like Sales, HR, and Operations to achieve common business outcomes.
- Recruitment, Onboarding & Workforce Planning**  
Expertise in recruiting, onboarding, and planning for workforce needs
- Employee Relations, Engagement & Retention**  
Maintaining positive employee relations and high retention rates
- Client Relationship Management (CRM)**  
Strong track record in managing client relationships, driving satisfaction, retention, and repeat business through proactive engagement.
- Escalation & Incident Management**  
Adept at handling critical issues, ensuring quick resolution through structured escalation processes and real-time monitoring.
- Process Documentation & Quality Assurance**  
Strong focus on creating clear process documentation, maintaining compliance, and driving continuous improvement initiatives.

CERTIFICATIONS:

- 1- HR Management Assessment

LearnTube
- 2- Power BI

Be10x
- 3- AI

Be10x

SKILLS:

Leadership & team development	Real-Time Incident coordinator	Process Documentation & Reporting
Escalation management	Operational reporting	Quality Assurance
Administration	Talent acquisition	
Sourcing	Data analysis	Feedback management
Training & Development	Your Skill	

INTERESTS:

- Learning New Technology
- Shopping
- Riding
- Trying new food
- Travelling

PERSONAL DETAILS:

- Marital status**  
Single mother

01/2021 - Present
- Religion**  
Islam

07/1991 - Present