

HEENA DHUNIYA

HR Manager | Talent Acquisition, Employee Relations & HR Operations

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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

India

- Admin cum HR Manager

Go Solar Solutions

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.

- Oversaw HR functions: recruitment, onboarding, payroll, compliance, relations.
- Led hiring across departments, ensuring talent acquisition. Streamlined processes for efficiency.
- Managed operations, allocation, coordination, issue resolution. Implemented HR policies, compliance, and engagement initiatives.
- Managed end-to-end HR functions including recruitment, onboarding, payroll, compliance, and employee relations.
- Led the complete hiring cycle across multiple departments, ensuring quality talent acquisition and timely closures.
- Streamlined operational processes to improve workflow, team productivity, and service efficiency.
- Handled daily operations, resource allocation, staff coordination, and issue resolution to ensure smooth functioning.
- Implemented HR policies, performance management systems, and employee engagement initiatives.
- Ensured statutory compliance documentation and HRMS data maintenance.
- Collaborated with department heads to support manpower planning, training needs, and business requirements.
- Monitored operational KPIs, addressed bottlenecks, and executed process improvements for overall growth.
- Managed team performance, provided coaching, and ensured accountability in both HR and operational tasks.
- Managed end-to-end operations including project scheduling, workforce coordination, vendor management, and material planning for smooth solar installation delivery.

09/2023 - 02/2024

Andheri, India

- Team Delivery Associate

Datamatics Business Solutions

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.

- Handled service disruptions, coordinated cross-functional resolution, and ensured timely incident reporting and escalation.
- Conducted incident audits, trained teams on quality processes, and maintained compliance standards.
- Analyzed service data to identify risks and implement operational improvements.
- Managed end-to-end lead operations by understanding client requirements, coordinating with project teams, and ensuring accurate lead qualification.
- Delivered high-quality leads on time, performed strict quality checks, and aligned outputs with client specifications.
- Maintained detailed project reports, tracked key metrics, and ensured timely updates and monthly data backups.
- Excelled in fast-paced environments with strong adaptability, time management, and communication skills.

11/2021 - 09/2023

Andheri, India

- Quality Audit

Datamatics Business Solutions

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.

- Led quality audit teams and ensured high accuracy in lead-generation data across FMCG, Oil & Gas, and Government sectors.
- Delivered coaching, training, and upskilling to improve team productivity, quality standards, and compliance.
- Conducted secondary research, web scraping, and data analysis to support diverse campaign objectives.
- Provided actionable feedback to operations and coordinated with cross-functional teams to meet project goals.
- Ensured timely delivery of quality-assured data while maintaining adherence to KPIs, policies, and process standards.
- Resolved conflicts, supported team members, and contributed to a positive and collaborative work environment.
- Implemented problem-solving strategies that improved service delivery and operational efficiency.

10/2020 - 06/2021

Turbhe, India

- Market Research Analyst

Smarte Dass Pvt Ltd

Sourcing and verifying market research data

- Utilized search engines like LinkedIn, ZoomInfo, and Hoovers to source and verify information.
- Conducted comprehensive company research across industries, including IT and FMCG, ensuring accuracy of names, staff sizes, and contact details.
- Updated and maintained company databases in CRM, meticulously verifying telephone numbers and email addresses using specialized software.
- Managed data across various geographic regions, including the USA, UK, Asia, EMEA, NAR, and Europe DACH.
- Organized and maintained databases in Excel, consistently meeting client specifications for data sourcing.

EDUCATION:

- 04/2010 - 05/2013 • Bachelor of Computer Applications (BCA) - 76%
India **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

3- AI

Be10x

2- Power BI

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