

JUHI VERMA

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PROFESSIONAL SUMMARY

Analytical and results-driven HR Professional with over 14 years of experience specializing in People Analytics, Digital HR Transformation, and HR Operations. Certified in SAP HCM and XLRI Digital HR Transformation, with a proven track record of leveraging Tableau, Power BI, and SuccessFactors to drive data-informed decision-making. Expert at translating complex workforce datasets into actionable executive insights and automating manual HR processes to enhance organizational efficiency.

CORE COMPETENCIES

- HR Data Analytics:** Workforce Planning, Attrition Analysis, Headcount Analysis, KPI Dashboarding.
- Systems & Automation:** HRIS Management (SAP HCM, SuccessFactors, Workday), Digital Workflows, UAT.
- Strategic Talent Management:** Talent Acquisition (TA), Performance Management (PMS), Succession Planning.
- Technical Stack:** Tableau, Power BI, Advanced Excel, ServiceNow, Avature ATS, IBM Watsonx.

PROFESSIONAL EXPERIENCE

Deloitte Support Services India Private Ltd.

June 2025 – Present

HR Analyst - Digital Transformation & Analytics Leadership

Hyderabad, India

- Spearheaded the digital transformation of traditional HR operational processes by architecting real-time preboarding dashboards in Tableau and Power BI, providing global stakeholders with 100% visibility into the candidate pipeline and task status.
- Defined and tracked strategic KPIs including average onboarding time and completion rates by extracting insights from large datasets, resulting in a 22% reduction in process bottlenecks within the first two quarters.
- Optimized ticket resolution workflows by operationalizing ServiceNow for HR and IT case management, facilitating seamless communication and achieving a 30% improvement in technical issue resolution times for new hires.
- Mitigated resource allocation risks during peak hiring seasons by building statistical forecasting models to anticipate onboarding volumes, maintaining a 98% SLA for account provisioning and equipment requests.
- Drove digital tool adoption among HR staff and hiring managers by developing training materials and leading workshops, which increased internal platform engagement and user adoption rates by 15%.
- Streamlined candidate data flows by utilizing the Avature ATS to coordinate preboarding tasks and communications, enhancing data capture accuracy and strategic reporting capabilities.
- Guaranteed data security and regulatory alignment by conducting rigorous audits of candidate data flows, ensuring 100% compliance with GDPR and internal corporate data privacy policies.
- Executed root cause statistics and aging analysis on ticket backlogs to identify common system pain points, designing process automations that reduced recurring technical onboarding issues by 25%.

IBM India Pvt. Ltd. (TA OSP)

April 2016 – June 2025

Talent Acquisition Partner & HR Analyst

Mumbai, India

- Transformed organizational performance monitoring by utilizing Power BI and Pivot Tables to analyze Net Promoter Score (NPS) data, delivering metrics that drove a 10% increase in candidate satisfaction scores.

- Managed a high-volume onboarding portfolio of 180–200 employees monthly by coordinating cross-functional efforts between HR and IT, reducing total system setup time for new hires by 25%.
- Optimized digital employee interactions and reduced manual administrative burden by 30% through the strategic design and implementation of the ‘AskHR BOT’.
- Enhanced workforce productivity by 10% through a collaborative redesign of the onboarding journey, ensuring new hires reached operational readiness faster than previous benchmarks.
- Led weekly culture-focused orientation sessions for 40+ new employees, consistently achieving a 95% participant satisfaction rating and reinforcing internal policy alignment.
- Validated system functional accuracy by conducting User Acceptance Testing (UAT) for SuccessFactors modules, ensuring seamless data flow across global HR platforms and G-Suite environments.
- Secured 98% payroll readiness for all new hires by performing comprehensive audits of acquisition and outsourcing documentation prior to start dates.
- Boosted employee engagement and long-term retention by 15% through the introduction of feedback-driven support systems and proactive retention initiatives.
- Developed standardized onboarding materials that reduced administrative overhead by 50%, allowing the HR team to shift focus toward strategic talent development and training.
- Fostered an agile workplace culture by designing team-building programs and motivational events, improving cross-functional collaboration and digital experience for both managers and candidates.

Futuready Worldwide Marketing LLP

April 2010 – Jan 2016

Pune, India

Assistant Manager - HR

- Executed full-cycle recruitment for technical and non-technical roles by designing innovative sourcing strategies on LinkedIn Recruiter and Naukri, reducing average time-to-fill by 18%.
- Optimized the quality-of-hire by conducting in-depth candidate evaluations and cultural compatibility assessments, resulting in improved long-term retention rates within the FMCG sector.
- Strengthened recruitment strategy transparency by monitoring and analyzing hiring metrics, identifying key trends that allowed for a 12% increase in hiring efficiency.
- Partnered with senior hiring managers to develop data-backed job descriptions, ensuring accurate role positioning and alignment with organizational staffing priorities.
- Enhanced the employer brand and candidate journey by facilitating a seamless onboarding transition, leading to a 15% improvement in candidate engagement .

ACADEMIC PROJECT

Organization: Bharat Heavy Electricals Ltd. (BHEL), New Delhi Title: Performance Management System (PMS) Analysis

- Conducted a 2-month comprehensive assessment of the existing PMS for a major public-sector enterprise to evaluate its alignment with organizational goals, recommending data-driven improvements that enhanced productivity metrics and employee engagement frameworks.

EDUCATION

- Post-Graduate Program in Digital HR Transformation & People Analytics | XLRI, Delhi (2023)
- Master of Personnel Management (MPM) | Institute of Business Management & Research, Pune University (2010)
- Bachelor of Business Administration in Hotel Management (BBA-HM) | Indian Institute of Business Management, Allahabad Agricultural University (2007)

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- SAP Global Certification: SAP HCM (ECC 6.0) – ATOS Bangalore
- IBM Certifications: Enterprise Design Thinking Practitioner, AgileTA Explorer, IBM watsonx Essentials.
- Business Acumen: Sharpening Your Business Acumen – Harvard Manage Mentor.
- Technical Skill Badges: IBM Virtual Collaborator, Slack Hero/Zero to Hero, Think Like a Hacker (Security).
- Specialized HR Training: Naukri Maestro Recruiter, Human Resources in a Cognitive Era, Privacy Foundation.

PERSONAL DOSSIER

- Date of Birth: 22nd July 1987
- Marital Status: Married