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An accomplished management career reflects 14+ years of rich global experience; my roles have involved partnering with senior leaders to achieve business objectives & providing HR solutions across gamut of Employee Engagement, Organization Development, Reward & Recognition, Communication, Org design, Org diagnostics, Change management, HR Analytics & Culture Building with highly matrix & global organizations

Precise

- ❖ **Expertise in** influencing and managing all aspects of Employee Engagement, Organization Development, including Employee Assimilation, Employee Experience, Employee satisfaction survey, Employee Communication, Culture Building, Rewards & Recognition and diversity & Inclusivity
- ❖ **Highly Skilled in** designing, developing, implementing integrated & effective Employee Engagement and Organization Development framework. Ensure programs aligned with the ongoing needs and goals of the organization & best practices. Ensure delivery against all contractual key performance indicators
- ❖ **Known for** collaborating & building relationships with HR, Business leaders, external vendor partners and Line Managers to provide innovative HR solutions on the people-related matters impacting key business matrix
- ❖ **Excellent Leadership** in driving required culture, capabilities and behaviors for a successful organization where all employees feel valued and supported. Management, Oral / Written Communication, Interpersonal, Intuitive, and analytical skills
- ❖ **Proven experience in** conducting Human resource strategy planning in order to support and further corporate goals. Expertise in working collaboratively with business Leaders and Line Managers to provide innovative HR solutions on the people-related matters impacting business

Tactical Deliverables

- Participate in Business review & strategy formation; translate strategies in to operations deliverables
- Act as trusted advisor to business leaders on across gamut of Human resources functions
- Consult, Guide and coach leaders on Employee Engagement, Employee Survey, OD, Communication etc
- Collaborate with other stack holders to ensure effective implementation of all HR Policies & Programs
- Enable leaders taking right decisions by providing proactive insights & HR Analytics
- Identifying critical HR metrics & talent issues before they affect the business
- Roll out initiatives to foster Employee Assimilation, Engagement and Bonding
- Ensure effective communication on policies, procedures & culture to employees
- Represent HR and OD maximize the value delivered to the organization, focusing on employee enabling
- Effective implementation of Performance feedback & reinforcement mechanism (Including PIP)
- Serve as PMS consultant includes Planning, Process Communication, Coaching and reviewing
- Design & institutionalize top talent development and Learning framework to support their accelerated growth
- Drive, influence, advice and support employees on organizational change
- Participate / represent Organization in external forums and create organization branding
- Drive, influence, advice and support employees on organizational change

Key Skills

Employee Engagement



Talent Management



Organization Development



Project Management



Employee Development



HR Analytics



Agile

Collaborative

Innovator

Influencer

Initiator

Employee Engagement Ensure the workforce is engaged and the Organization is seen as being the - Best Place to Work

- ❖ Execute leadership on employee engagement, Assimilation and workplace culture best practices. In partnership with Business Managers & executive leadership, define and develop a comprehensive strategy and plan for workplace culture
- ❖ Play an integral role in organizational success through advocacy of people, which includes creating a work environment which motivates employees (eg implementation of strong assimilation programs throughout employee's association with Organization)
- ❖ Design and develop Process-wide employee engagement strategies and tactics ranging from 1:1, employee survey data, skips or town-hall; lead cross-functional teams in implementation and support of survey solutions to enhance engagement levels
- ❖ Working with HR colleagues & Business Leaders in implementing "best in class" Employee Engagement and Communication practices across organization to create impact using 5I principals(Inform, Inspire, Instruct, Involve, Incentivize)
- ❖ Be informed about industries best practices and benchmark internal programs / Processes. Find innovative ways to achieve high level of Employee Engagement where all employees feel Informed, Inspired and Engaged)
- ❖ Develop and execute annual budgets and proposals, timelines and creative design to increase employee engagement and to sustain the employee culture
- ❖ Lead the design and implementation of all employee experience programs and ensure optimization of employee engagement and the employer branding is carried through all programs
- ❖ Manage the Employee Engagement Survey and other projects which enable senior leaders to keep in touch with employee views and ideas, and to evaluate the success of Organization's internal communication practices

Talent Management Manage career development and facilitate management of performance to ensure business groups develop and retain - the best- talent

- ❖ Influence and manage all aspects of Talent Management & Organization Development within across LOB's including talent strategies, performance management, Org design, culture development, change management, reward and recognition, career / succession planning, assessments, executive coaching & development, diversity and retention. Ensured delivery against all contractual key performance indicators
- ❖ Manage talent review & succession planning processes to meet current & future needs of the function and ensure that talent depth (bench strength) is in line with Talent Management process metrics
- ❖ Manage talent development & career progression of key talent & critical role holders in the function and ensure that development plans & career progression moves are actioned & accomplished as per committed timelines
- ❖ Collaborate with functional leaders to continually develop and evolve initiatives and programs with respect to diversity and inclusion; understanding unique business and geographic challenges and needs to appropriately tailor those initiatives for success
- ❖ Design and institutionalize top talent development and Learning framework to support their accelerated growth (including High pot, Succession, Career Planning, mentoring & Coaching programs, engagement with senior leadership, action learning projects / critical experiences etc.). Track quarterly data to evaluate effectiveness of the interventions and escalate with the concerned stakeholders wherever required
- ❖ Enhance organizational effectiveness through leading and executing talent management strategies in support of a division or business unit objectives by implementing local and corporate strategies, policies, standards, practices, and programs
- ❖ Use HR tools such as compensation, pay reviews, market benchmarking and career development paths to keep critical talent aggressively positioned. Support this through assisting business managers in identifying suitable Learning interventions and identifying opportunities which meet career aspirations, job rotations etc
- ❖ Implementing standardization efforts to ensure that we have a single, consistent approach for the delivery of talent management programs for across all LOB's. Continuously evaluate activities for improvements and implement as necessary
- ❖ Develop annual work and operational plans and budget, long and short term project plans and determine the outcomes for TM & Learning projects/programs. Develop and monitor metrics to evaluate the effectiveness. Monitor and manage expenses

Performance Management Creating high performance Organization by fostering best in class Performance Management process and culture across all Business Units

- ❖ Manage, recommend and implement best-in-class processes for developing a high performance culture and cascading goal structures
- ❖ Support managers to implement common principles and processes for managing individual performance consistently across the organization to maximize what the LOB gets out of its people
- ❖ Serve as an internal performance management consultant. Provides analytical and professional advice in business process management, including the development and refinement of policies and procedures, rules and guidelines to support organization overall strategic direction
- ❖ Drive implementation of the required culture, capabilities and behaviors for a successful organization where all Employees feel valued and supported to achieve the business goal
- ❖ Administrate Performance Link Rewards System, Monitor employees Performance and periodically review of the same
- ❖ Conduct Real Time Sessions for Executives on PMS Processes, Defining KRAs, Self-Appraisal, Mid Term Review, Normalization & counseling
- ❖ Monitor and review the system of performance appraisal and continually develop as necessary, ensuring that annual appraisals are carried out in a timely manner and followed up
- ❖ Advise line managers on managing poor performers, provide guidance on grievance handling, staff counseling and redundancy management

Reward & Recognition Position rewards for employees so as to attract and motivate the best resources and maintain market competitiveness

- ❖ Determine appropriate practices for optimum and competitive positioning of compensation for employees in the various business groups
- ❖ Ensure differentiation of better performers (Pay for performance)
- ❖ Enhanced use of variable pay. Support this by driving the Market Benchmarking process and liaising closely with business managers for job matching, while constantly monitoring market trends
- ❖ Effectively interpreter survey data for purposes of recruitment, mark to market revisions and promotions

Employee Development Focusing on developing employees & leaders for both success in current roles and creating pipeline & future leaders

- ❖ Perform needs analyses and review organization resources to ensure that learning and development resources exist or are developed to support learning needs based upon projected competencies, organizational changes, and other external factors, as well as the near - and long term goals of the organization
- ❖ Building ongoing strategies on leadership development / coaching / mentoring services those are based on a defined needs assessment process involving Organization short and long term objectives
- ❖ Custodian for executing the leadership development strategy (i.e. needs assessment, budgeting, development of customized learning programs and journey [including pre and post program activities], delivery of training programs and evaluation of effectiveness of training)
- ❖ Work directly with the Business Managers / Leaders to build the capability of leaders in terms of leadership skills and competencies by defining a clear leadership development strategy across management levels (i.e. Iconic Programs for top talent across levels, leadership academies for key transition points such as First Time Managers, Managing Managers) and critical roles/segments
- ❖ Manage the process of integrating the complex paths of workplace learning and performance solutions for the employee life cycle; utilizing inputs from strategic workforce planning, competency modeling, benchmarking data, and business requirements
- ❖ Lead projects and cross functional teams focusing on leadership and organizational improvement initiatives, developing and using performance diagnostics, creating and sustaining innovative learning and development culture and applying professional methods, tools and technologies to improve organization performance business results
- ❖ Develop, analyze data and trends & delivers management information reports to track and benchmark leadership / behavioral programs effectiveness (i.e. participation, costs, business impact etc.) and for effective decision-making by the seniors

Organization Development Deliver a range of initiatives related to management and leadership development, workforce planning and management, career and succession planning, employee engagement, organizational change, organizational design and organizational culture aimed at improving organizational performance

- ❖ Manage organizational change efforts such as organizational structure, roles and responsibilities, job redesign, job descriptions and skills assessments. Will effectively implement appropriate tools such as stakeholder assessments, change readiness analyses, (divisional) programs
- ❖ Design and delivering overall Change Leadership Strategy and Plan for (divisional) team including a Communication, Sponsorship, Reinforcement and Readiness strategy and plan
- ❖ Focus on improving group and departmental functioning. Facilitates group and departmental planning and interaction to improve group/ department productivity, decision making and performance in a team based and Program Management based cultural environment
- ❖ Conduct assessments; reports results; partners with Leadership Team and managers in joint action planning; provides training, coaching, and/or facilitation; evaluates progress; and develop processes to reinforce positive results and develop sustainability of improvements
- ❖ Provide coaching, facilitation, team development, whole systems analysis, process reengineering and organization development services in consultation with executive leaders and senior managers to implement organization improvement initiatives and assure alignment with the organization's strategic plans

Policy, Process & Communication Develop and deliver results-driven communication strategies and plans that help drive change communications efforts in support of the overall business

- ❖ Employee Communication : Develop and deliver results-driven communication strategies and plans that help drive change communications efforts in support of the overall business
- ❖ Ensure sustainable communication and implementation of People and Organizational strategies, policies & Process with periodical changes, create better awareness to enable Employees and Managers to operate effectively
- ❖ Ensure all employee communications are undertaken in an appropriate and timely manner and accessible channels are available for employees to communicate information (suggestions, enquiries, complaints)

Key Projects

Employee Engagement

- Parikshan (Emp Survey)
- My success story
- "BATS" got Talent
- I made a difference
- Coffee Connect

Talent Development

- Talent Spark
- Blue Ambassador
- Diversity and Inclusivity
- Mentoring & Coaching
- Competency Mapping

Organisation Development

- "Delete" (Process Improvement)
- "Career Harmony" (Org Redesign)
- "Do you Know" (Communication)
- "Parivartan" (Change Management)
- "Parichay" (Communication)

Learning

- Reach (Future Leaders)
- New Manager
- Breather (Experiential)
- Leadership Development
- Pragati Campus Hire

Career Highlights

Sep-2019	- Present	AVP	-	Fullerton India
Aug-2015	- Oct-2016	Sr. Advisor HR	-	Dell
Nov-2013	- June-2015	Sr. Manager HR	-	SLK Software
April-2011	- Oct-2013	Manager HR	-	IBM
May-2010	- April-2011	Deputy Manager HR	-	Vodafone
June-2008	- Apr-2010	Deputy Manager HR	-	Pantaloons
Feb-2005	- May-2008	Assistant Manager HR	-	Videocon

Education

Strategic Human Resources Management	IIM Calcutta	-	2013
PGDHRM	Symbiosis Centre for Management	-	2009
Bachelor in Commerce	D.A.V.V. University, Indore	-	1997