

Contact

9819075982 (Mobile)
waquar.tiss@gmail.com

www.linkedin.com/in/waquar90
(LinkedIn)

Top Skills

Executive Coaching
Global Compensation
Job Evaluation

Languages

English
Urdu

Certifications

SHRM Senior Certified Professional
(SHRM-SCP)
Certified Coach
Gamification: Introductory Course
(Coursera)

Honors-Awards

Campus Finalist @Tata Business
Leadership Award
Bihar Gaurav Samman-2009

Waquar Ahmad

HR Leader | Executive Coach | TISS | SHRM - SCP
New Delhi, Delhi, India

Summary

I am a seasoned HR professional with around 9 years of experience leading and managing various aspects of human resources across diverse sectors and teams. I have delivered impactful Talent Management, L&D, Total Rewards, and Digital and cultural transformation projects that align with the business goals and values. I am also SHRM-SCP certified and hold a postgraduate degree in HRM from TISS.

Led Business HR and COE charters at Milkbasket (part of Reliance Retail Group, and a leading online grocery delivery platform that serves over 5 million customers across 40+ cities) along with impactful stints at Udaan and Aditya Birla Group. Adept at executing Transformational Projects, System & Process design, HRIS Implementation, managing global assignments, and driving strategic outcomes. Demonstrated ability to lead organizations through complex and dynamic environments.

Experience

Milkbasket
HR Leader
2020 - 2024 (4 years)
Gurugram, Haryana, India

Led People & Culture agenda. Focus areas include Business partnering, Performance & Rewards, Internal Communications, Systems & Platforms, HR Compliance & governance besides developing innovative solutions around Workforce Capability, Organization Design & Talent Management.

Leading teams across below charters:

- Business HR for Engineering & Product, Growth/Sales, Supply Chain and Category Teams.
- Performance & Rewards, Talent Management
- HR Operations including Payroll & Compliance, Systems & Platforms etc.
- Program Managing HR Analytics & Transformation Initiatives.

Udaan.com

HRBP

2019 - 2020 (1 year)

New Delhi Area, India

Led HR for the largest business team at Udaan supporting sales, operations & corporate function verticals. Key work and accomplishments include:

- Built first regional HR structure along with 8 member HR team from scratch, helping create the decentralized HR service model
- Managed all talent agendas including Performance Management, Talent Development, Talent Acquisition, and Engagement Initiatives for category and operations team.
- Led implementation of HR tech platform for the frontline associates having modules of recruitment, attendance and learning, which helped digitized the entire manual process improving data integrity, service delivery along with control and transparency in cost and compliance.

Early Stage Design Startup

HR & Operations Lead

January 2017 - February 2019 (2 years 2 months)

Joined as a core team member, providing support in strategy & people operations.

- As HR lead, setup organisational policies, SOPs and process framework from Hire to Exit, besides working extensively on recruitment. Implemented OKR frameworks to built efficiency and strong feedback culture.
- On the business side, supported in GTM strategy for new products/category. Assisted in integrating marketplace model in business operations through vendor management: acquisition and account management.

Aditya Birla Group

Human Resource Leadership Associate

May 2015 - December 2016 (1 year 8 months)

Mumbai Area, India

Joined ABG group as Leadership Associate. Worked for ABFRL, Idea & Group HR on projects/role covering L&D, Talent Management, Compensation, and Project Management. Key works included:

- Managed learning engagement at zonal level (500+ employee), restructured the L&D program management by introducing action planning and learning analytics to improve training transfer.
- Developed competency framework for manufacturing units and worked on improving existing talent framework.

- Managed implementation of shared services for HR Ops, covering payroll & Transaction Management on HRMS for Fashion retail business. Deployed HR audit system to improve data integrity & legal compliance across 100+ retail stores of Pantaloon.
- Assisted Project Head on development of ABG HR portal, managing coordination with internal teams and external vendors, besides working on functional design, content development & user case testing.

TATA, British Petroleum, SAP and Shapoorji

Fieldwork Trainee

July 2013 - December 2014 (1 year 6 months)

Mumbai, Maharashtra, India

Worked as Fieldwork Trainee at 4 organisations (SAP, British Petroleum, Tata Global Beverages and Shapoorji Pallonji) as part of TISS coursework. Assisted on live projects:

- Redesigning of Global careers portal - included extensive benchmarking across 30+ global peers followed by content creation.
- Assessment of recruitment & onboarding process as per BP's candidate charter – Multi-factor analysis under New hire candidate experience survey. This also included engaging with recruitment partners to identify areas of improvement.
- Prepared a business case for simulation-based learning program for mid-level managers. It included benchmarking for products, capturing market feedback and creating a list of viable solutions.
- Reviewing and Restructuring of existing HR policies in alignment to 'Next Generation HR' plans for National Sales division.

Amazon

Project Intern

August 2014 - October 2014 (3 months)

Mumbai Area, India

Enhancing Associate Experience for Customer Service Support division at Amazon India

- Undertook cross-industry benchmarking exercise for analysing best practices in the area of Employee Engagement
- Carried out statistical analysis to identify drivers of employee disengagement across whole life cycle
- Designed end to end solutions for creating a frustration free workplace, improved internal communication, and career development for customer service associates

HCL Technologies

Summer Management Trainee

April 2014 - June 2014 (3 months)

Chennai

a) Restructuring of organization-wide L&D with introduction of Shared Services

- Created new process maps (L1 to L5), identified activity owners and corresponding responsibilities, defined new job roles and their KPIs.

- Set up SLA/OLA for all processes, conducted FMEA & prepared corresponding mitigation plans against each process/activity

b) Talent Development Program for B-School hires under the aegis of Talent Academy

- Benchmarking on best practices of talent development and management

- Designed a competency-based talent development program comprising of Blended Learning, Coaching and Mentoring

Education

Tata Institute of Social Sciences

Master of Arts (M.A.), Human Resources Management/Personnel

Administration, General · (2013 - 2015)

National Institute of Fashion Technology Delhi

B.FTech, Production Technology · (2009 - 2013)