

# NILOTPAL GOSWAMI

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Strategic and Results-driven HR Leader with ~14 years of experience in Fintech, E-commerce, Travel, Hospitality and Manufacturing  
SHRM-SCP (Senior Certified Professional, Feb'2020-Sep'2023) | MBA (Human Resource Management), XLRI Jamshedpur (2012-14)  
B. Tech (Mechanical Engineering), NIT Jamshedpur (2005-09)

## Key Skills

- |   |   |   |
|---|---|---|
| <ul style="list-style-type: none"><li>HR Business Partnering</li><li>HR Tech</li><li>Employee Relations</li></ul> | <ul style="list-style-type: none"><li>Compensation &amp; Benefits</li><li>HR Analytics</li><li>Competency Framework Development</li></ul> | <ul style="list-style-type: none"><li>HR Operations</li><li>Workforce Planning</li><li>Performance/ Talent Management</li></ul> |
|---|---|---|

## Work Experience

Overall: ~14 years | HR Business Partnering: 8.5 years | HR COEs: ~3 years | QA (Manufacturing): 2.5 years

Ninjacart (Aug'22-Apr'25)

|                 |  |           |
|-----------------|--|-----------|
| (Jan'23-Apr'25) | <b>Senior Director, HR</b><br>Head of Compensation & Benefits, HR Operations, HR Tech                                  | Bangalore |
| (Aug'22-Dec'22) | <b>Director, HR Business Partner for Fulfilment BU</b><br>Functions managed: Sales, Ops, Category, Growth, Procurement | Bangalore |

## Key Achievements

|                      |  |
|----------------------|--|
| Performance          | <ul style="list-style-type: none"><li>Executed 2 <b>Annual Appraisal</b> cycles for <b>1000+ employees</b><ul style="list-style-type: none"><li>Introduced <b>mid-year performance check-in</b> process (Pitstop)</li><li>Introduced <b>360 Multi-stakeholder feedback</b> (MSF)</li></ul></li></ul> |
| Engagement           | <ul style="list-style-type: none"><li>Launched the <b>1st ever org-level employee engagement survey</b> (based on Gallup Q12)<ul style="list-style-type: none"><li>Prepared detailed dashboards and worked with HRBPs for analysis and action planning</li></ul></li></ul>                           |
| International Hiring | <ul style="list-style-type: none"><li>Partnered with leaders to hire and set up operations in <b>Malaysia</b> and <b>Turkey</b></li></ul>  |

## Key Responsibilities

|                         |   |
|-------------------------|---|
| Compensation & Benefits | <ul style="list-style-type: none"><li>Periodic evaluation of <b>job grades/ pay ranges</b> pay benchmarking</li><li>Introduced benefits under the <b>#Betterlivesfor ninjas</b> program based on 10 wellness themes</li><li>Responsible for <b>Group Health Insurance</b> program: Handling claims worth <b>~INR 2.7 Cr</b> annually</li></ul>  |
| HR Operations           | <ul style="list-style-type: none"><li>Offer rollout, background verification, POSH awareness, leave and attendance, payroll inputs, internal movements, ESOP program, employee letters, Helpdesk management</li><li>Drive <b>org townhall and R&amp;R</b></li><li>Review and publish <b>HR dashboards</b> periodically</li><li>Implemented regulatory compliance trainings (POSH, Code of Conduct)</li></ul>                                |
| HR Tech                 | <ul style="list-style-type: none"><li>Introduced HR tech platforms for the following programs:<ul style="list-style-type: none"><li><b>ESOP</b>: Enabled <b>330+ automated grant letters</b></li><li><b>R&amp;R</b>: Enabled recognition, both <b>monetary (~INR 10.5 Lakhs)</b> and <b>non-monetary (160+ touchpoints)</b></li><li><b>POSH Training</b>: Enabled training for <b>330+ employees</b> on the POSH module</li></ul></li></ul> |
| HR Business Partnering  | <ul style="list-style-type: none"><li>Close participation with BU leaders in quarterly workforce planning basis AOP planning, and staffing</li><li>Drive 1:1 Conversations, townhall/ R&amp;R, focus groups</li><li>Led the execution of Future Forge (<b>capability building</b> program for mid-senior and junior <b>top talent</b>)</li><li>Partnered in curating content for <b>managerial capability building</b> program</li></ul>    |

Paytm (Jul'20-Aug'22)

|   |           |
|---|-----------|
| <b>Deputy General Manager, HR Business Partner (Paytm Mall and Paytm Travel)</b><br>Functions managed: Tech, Product, Growth, Design, Category, Operations, Corporate | Bangalore |
|---|-----------|

## Key Achievements

|                             |  |
|-----------------------------|--|
| Business Expansion          | <ul style="list-style-type: none"><li>Helped scale Paytm Travel BU post-COVID</li></ul>  |
| Competency Framework Design | <ul style="list-style-type: none"><li>Worked closely with team heads to define key competencies and behavioral indicators across proficiency levels</li><li>Implemented <b>Career Paths</b> and <b>Individual Development Plans (IDP)</b> conversations using this framework</li></ul> |
| Learning & Development      | <ul style="list-style-type: none"><li>Drove needs-identification across functions</li><li>Worked extensively on <b>Managerial Capability Building</b> (Giving Feedback, Promoting collaboration etc.)</li></ul>  |

## Key Responsibilities

|                    |   |
|--------------------|---|
| Performance        | <ul style="list-style-type: none"><li>Drove <b>2 Annual Appraisal</b> cycles for 650+ employees</li></ul>   |
| Talent Management  | <ul style="list-style-type: none"><li>Drive <b>Attrition Analysis</b> and <b>retention of critical talent</b></li><li>Drive <b>Succession Planning</b> for critical roles in the Business Units</li></ul>   |
| Workforce Planning | <ul style="list-style-type: none"><li>Help design the right org structure basis span, depth and AOP targets</li></ul>   |
| Engagement         | <ul style="list-style-type: none"><li>Prepare and drive virtual engagement plans (including townhalls and recognition)</li><li>Drive Monthly employee 1:1s and team connects</li></ul>  |
| Leadership Connect | <ul style="list-style-type: none"><li>Prepare, publish and discuss monthly HR dashboards with the Leadership</li><li>Co-ordinate with Senior Leaders and drive <b>Leadership Series Talks</b> at an org level</li></ul>   |
| Talent Acquisition | <ul style="list-style-type: none"><li>Drove <b>Campus Hiring</b> for Tech roles (30+ positions across 5 colleges)</li><li>Drove <b>Hiring Reviews</b> with BU head and TA team, and partnered with TA team for faster closure</li><li>Part of the <b>Employer Branding</b> Core Team to make Paytm an <b>Employer of Choice</b></li></ul> |

## OYO (Jan'19-Jul'20)

| Senior Manager, Regional HR (South & West India), OYO LIFE BU                                     |   | Bangalore |
|---|---|-----------|
| 380 onroll employees and 300 offroll employees across Bangalore, Hyderabad, Chennai, Mumbai, Pune |   |           |
| Key Achievements  |   |           |
| Business Expansion  | <ul style="list-style-type: none"><li>Partnered with leaders to quickly scale the business from <b>2 cities</b> to <b>5 cities</b></li><li>Set up HR practices from scratch (<b>onboarding, performance management, R&amp;R</b>)</li><li>Achieved <b>best employee NPS</b> for 5 months in 2019 amongst all group level BUs</li></ul> |           |
| Business restructuring  | <ul style="list-style-type: none"><li>Anchored a change management exercise with the regional heads in realigning employees to new roles</li><li>Handled a layoff exercise with care and compassion</li></ul>   |           |
| Key Responsibilities  |   |           |
| Engagement  | <ul style="list-style-type: none"><li>City Visits/ Employee Connects during city visits (at least 2 city visits per month)</li><li>Fortnightly tracking of employee NPS scores through Amber (AI-based Virtual Assistant tool)</li></ul>  |           |
| Performance   | <ul style="list-style-type: none"><li>Monthly tracking of employee performance with managers and taking necessary actions</li><li>Counsel managers and City Heads on ways to handle performance related situations and exit non-performers</li></ul>  |           |
| Employee Relations  | <ul style="list-style-type: none"><li>Conduct investigations in case of escalations in the region</li><li>Follow-up and closure of open Background Verification cases</li></ul>   |           |
| L&D   | <ul style="list-style-type: none"><li>Identify training needs of teams along with L&amp;D team, plan the agenda and drive execution</li></ul>   |           |
| Talent Acquisition  | <ul style="list-style-type: none"><li>Responsible for <b>Non-Tech hiring</b> for these regions with a team of 4 recruiters</li><li>Executed the <b>campus hiring</b> plan:13 campuses over 2.5 months (33 offers)</li></ul>   |           |

## Flipkart (Feb'16-Jan'19)

| Category HR Business Partner, Electronics, Private Labels and Groceries (200+ Onroll and 50+ Offroll Employees) |   | Bangalore |
|---|---|-----------|
| Key Achievements  |   |           |
| Business Expansion  | <ul style="list-style-type: none"><li>Partnered with leaders to scale two business units (<b>Grocery BU and Private Labels BU</b>) from scratch</li><li>Partnered with cross-functional teams to set up the Private Label China Office in <b>Shenzhen, China</b></li></ul>      |           |
| New Hire Onboarding   | <ul style="list-style-type: none"><li>Training Need Identification for New Joinees through various Focussed Group Discussions</li><li>Design the Onboarding Program and identify trainers who could take these training sessions</li></ul>                                      |           |
| Competency Framework Design   | <ul style="list-style-type: none"><li>Worked closely with team heads to define key competencies and behavioral indicators across proficiency levels</li><li>Partnered with L&amp;D and Internal Comms to communicate, train and socialize the competency framework</li></ul>    |           |
| Key Responsibilities  |   |           |
| Engagement  | <ul style="list-style-type: none"><li>Regular FGDs, 1:1s with teams to keep tab on employee pulse</li><li>Own and Implement the Reward &amp; Recognition Framework for the Business Unit</li></ul>  |           |
| Performance   | <ul style="list-style-type: none"><li>Drove 3 Annual Appraisal cycles for 200+ employees</li></ul>  |           |
| Org Design  | <ul style="list-style-type: none"><li>Worked with business heads on design principles for the Categories basis number of categories and verticals</li><li>Prepared an org structure with reduced no. of layers and increased span while monitoring Salary as % of GMV</li></ul> |           |

## Reliance Industries Limited(June'14-Jan'16)

| Plant HR Business Partner, Polymer & Utilities (230 White Collar and 450 Blue Collar Employees) |   | Nagothane, Maharashtra |
|---|---|------------------------|
| Key Achievements  |   |                        |
| Talent Management   | • Drive talent processes at site (Succession Planning, Annual Talent Review)  |                        |
| Change Management   | • Front-end <b>HR Transformation</b> process at site while implementing British Petroleum’s best HR practices<br>• Prepare a communication plan for the roll-out and conduct quizzes, awareness sessions and awareness events |                        |
| Key Responsibilities  |   |                        |
| Talent Acquisition  | • Handle end-to-end recruitment process for job openings in the Business Units<br>• Proactive identification of superannuating employees a year in advance and initiation of replacement hiring                               |                        |
| Performance   | • Drove 2 Annual Appraisal cycles for 400+ employees  |                        |
| Engagement  | • Organize/Participate in various plant communication meetings/Town halls etc.<br>• Driving Employee Engagement Surveys, communication of survey results and action planning  |                        |

## Maruti Suzuki (Aug'2009-May'2012)

| Assistant Manager, Quality Assurance |  | Gurgaon |
|--------------------------------------|--|---------|
| Responsibilities                     | <ul style="list-style-type: none"> <li>Part of <b>Cross-Functional Teams</b> for development testing of new models before launch</li> <li><b>Collaborated</b> with Plant Quality and Market Quality team to identify <b>design improvement</b> points</li> </ul> |         |

## Education

|                     |         |  |                                       |          |
|---------------------|---------|--|---------------------------------------|----------|
| MBA (HR)            | 5.6/8   | XLRI Jamshedpur                          | XLRI Jamshedpur                       | 2012-14  |
| B.Tech (Mechanical) | 8.54/10 | NIT Jamshedpur                           | NIT Jamshedpur                        | 2005-09  |
| Class XII (AISSCE)  | 87.60%  | Army Public School, Guwahati, Assam      | CBSE                                  | 2005     |
| Class X(HSLCE)      | 83.33%  | Christ Jyoti School, Nagaon, Assam       | SEBA, Assam                           | 2003     |
| Certification (HR)  |         | SHRM-SCP (Senior Certified Professional) | Society for Human Resource Management | Feb'2020 |