

Shiven Guleria

Professional Summary

Results-driven HR professional and MDI Gurgaon alumnus (Class of 2017) with 8+ years of experience in business partnering, talent management, organizational restructuring, performance management, succession planning and employee engagement. Proven expertise in partnering with leadership to drive people strategies for engineering, product, customer success, and operations teams. Adept at talent reviews, attrition analysis, career framework and competency mapping. Recognized for spearheading manager training programs, and revamping PIP processes. Awarded the HR Innovators Award at ET TimesWorld HRD Congress for driving impactful HR solutions. Passionate about building a high-performance culture and enhancing employee experience.

Skyhigh Security (Formerly part of McAfee Enterprise)

May'22- Present (37 months)

Lead HR (Skyhigh Security)

Roles & Responsibilities

- **Business Partnering:** Driving the people agenda of **250+ engineering & product employees**, and **150+ customer success & technical support employees**. Partnered with **VPs/AVPs** to develop strategic people plans, ensuring alignment with business goals
- **Culture Transformation:** Led a **culture transformation** post separation from McAfee. **Driving agility, ownership, transparency and faster decision making** across the organisation.
- **Organizational Restructuring:** Partnered with leadership to drive **organizational restructuring initiatives**, ensuring seamless transition, role alignment, and minimal business disruption through clear and empathetic communication strategies
- **Performance Management:** Designed and implemented a **9 box model based on performance and values**. Trained and mentored **leaders and managers** on effectively assessing talent using the model
- **Career Framework:** Designed and implemented a **career framework for Engineering and Product teams** and tied them to the **Skyhigh Operating model**. Created detailed job descriptions along with **competency mapping** for each of the roles
- **Talent reviews:** Developed and streamlined the talent review process by identifying **critical talent and potential flight risks**, and formulating targeted **action plans** to support **retention and succession planning**
- **PIP process:** Revamped the entire PIP process and created a **revised PIP policy and resources** such as PIP tracker, Sample PIP form, PIP Guidebook, FAQs for Managers. **Mentored managers and senior managers** on effectively utilising the **PIP tool**
- **New Leader Assimilation Program (NLA):** Introduced a NLA program conducted post the **first 90 days** to align **working styles, build mutual expectations and foster stronger collaboration** between the leader and their team
- **Learning & Development:** Launched a **Manager's School program** aimed at enhancing their skills, capabilities and grooming them for **higher levels of responsibilities**.
- **Employee Engagement:** Drive state of the team conversations, **regular connects (focus groups & 1 on 1)** with the team to proactively understand the issues and subsequent action planning. Increased **eNPS score from -6 to +15** over a period of 2 years.

Extra Projects

- **Manager Training Program**
 - Created a manager training program containing 4 learning paths based on managerial experience- Foundational, Situational, Growth Leadership and Strategic Leadership

DP World

Mar'22- May'22 (03 months)

Roles & Responsibilities

- Handled complete hiring & Onboarding across levels in line with the business requirement of DP world Logistics in Mumbai region
- Partnered with senior leadership team to identify top talent of the business and designed their development journey
- **Employee Relations:** Being a single point of contact for addressing the employee grievances and resolving issues

NielsenIQ

Sep'18- Mar'22 (43 Months)

Manager HR Systems (Global Team)

May'21-Mar'22 (10 Months)

- **HR Transformation:** Managed the project for bringing automation in HR with the help of RPA. Automated the **position creation (globally) and hiring process** (4 major countries) in SAP with the support of RPA team and different global team members.
- **Insourcing SAP activities (Earlier outsourced):** Learned the **SAP processes, transactions and Info types** and **created SOPs** for each of the processes (starting from hiring till separation and severance) for Indian Subcontinent countries
- **Training (SAP Process):** Trained the internal NielsenIQ processors in each of the SAP processes for the Indian Subcontinent along with creation of training materials including **E-learning modules, training exercises, Action checklists, Process documents** etc.
- **Revamping SNOW Forms:** Improving the current HR forms in SNOW portal to make it simple and user-friendly by **redesigning the forms, automating the information fetching and redefining the workflows**.
- **HR reporting:** Setting up certain recurring reports in **Query Manager** which are requested by HR leaders and team

Manager- HR Business Partner (Global Capability Centre)

Jul'20-May'21 (11 Months)

Senior Executive- HR Business Partner (Global Capability Centre)

Sep'18-Jun'20 (22 Months)

- **Business Partnering:** Partnering directly with senior leadership to develop and direct an HR agenda that closely supports organizational goals for 1000+ employees
- **Onboarding:** Designed and conducted onboarding for the new joiners and facilitated the training programs for the new joiners.
- **Employee Relations:** Being a single point of contact for addressing the employee grievances and resolving issues

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- **Needs Analysis:** Conducting training needs analysis and partnered with the team in **preparing training programs** according to the **competencies** of each band
- **Performance Management:** Driving the **performance management cycle** and **talent reviews** on the floor. Ensuring the managers are setting up priorities and are doing check-in within the timeline, guiding the managers during **PIP process**
- **Appraisal & Increments:** Handling HR recommendation, bell curve implementations, ensuring the plan is within the defined guidelines and budget
- **Employee Engagement:** Led the initiatives to foster an **engaged workforce**. Conducted one on one discussions, Focus group discussions to proactively identify areas of improvements. Championed enterprise-wide Gallup Employee Opinion Survey and drove the action plan to execution
- **Recruitment Strategy:** Planned the strategy for the ramp up in strength from 40 to 700 in partnership with the TA team. Revamped the Onboarding plan along with development activities and programs for the new associates.
- **Attrition Analysis:** Conducting **exit interviews** to assess the reasons for attrition. **Designed** and implemented an **intervention** to assist the management in controlling the same.

Extra Projects

- **Global Project- Metrics that matters**
 - Was nominated and selected for global project team which focuses on building a dashboard which will be used by L1 and L2 (Global CXOs and their one downs)
- **Revamping PIP Process**
 - Revamped the whole PIP process in collaboration with Legal team and created a revised PIP policy and resources such as PIP tracker, Sample PIP form, PIP Guidebook, FAOs for Managers & HRBPs
- **Automation:**
 - Created a tool for automated offer fitment generation using macros which reduced the time by more than 75% and has been rolled out for NielsenIQ Pan Talent Acquisition Team
 - Helped the HR Ops team in **automating the tool of Appointment letter, Relieving letter, and Increment letters** using Macros and also automated the email sending process using google script.
 - Created a dynamic tool for the **Comp & Ben** team in order to generate **the comp cards** of different departments.

Proptiger

Sep'17- Sep'18 (12 months)

Assistant Manager HR

Roles & Responsibilities

- **Annual Merit:** Manage annual merit process for organization including design and implementation of guidelines, merit reporting and conducted discussions with leadership on individual outlier cases
- **Automated** the increment letter generation using macros and used mail merge (google script) to share the same to individuals reducing time and process redundancy by 70%
- **Compensation Benchmarking:** Conducted **market analyses** and **salary benchmarking** to evaluate the competitiveness of compensation salary positioning, recommending adjustments as needed.
- **Payroll Management:** On time and error free salary processing for all the entities of PropTiger
- **Insurance:** Supporting the employees during Medclaim and ensuring the timely closure of any grievances.

RenewBuy

Mar'17- Sep'17 (06 months)

Management Trainee (Internship)

- **Interview Coordination & Scheduling:** Managed interview scheduling by coordinating with candidates and hiring managers, ensuring a seamless recruitment process.
- **HR Operations & Documentation** – Supported onboarding by collecting required documents, verifying details, and assisting in employee record management.

Achievements

- Awarded **“HR Innovators Award”** in World HRD Congress (31st Edition) at Taj Lands End, Mumbai
- Received an **Exceptional Achievement Award** in Trellix for my work towards employee engagement
- Received **“Impact Award- Exceptional Performance”** from Business for supporting them by creating an engaged workforce which helped in keeping the attrition in check.
- Received **“Simply Excellent- Silver”** Award for the effective support provided to business as an HR Business Partner
- Received **“Simply Excellent- Silver”** Award at NielsenIQ for creation of automated tools which led to increase in productivity and also for coming up with some of the cost/time saving initiatives
- Received **“Simply Excellent- Bronze”** Award at NielsenIQ of joining for closing around 200+ positions in a few months.

Education

Year	Qualification	Institute	CGPA/ %
2017	PGP-HRM	MDI Gurgaon	6.6/10
2015	B.E. (ECE)	Panjab University	7.22/10
2011	XII, CBSE	Bal Niketan Sr Model School, Chandigarh	79.20

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2009	X, CBSE	St. Joseph's Convent School, Pathankot	94.33
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Position of Responsibility

MDI Gurgaon	• Junior Team Member, Sportscomm, the Sports Committee	2015 – 16
CCET Chandigarh	• Sub-Head of Marketing Committee of Apratim' 14	2013 – 15
Ramakrishna Mission Ashrama Chandigarh	• Member of Students' Home of Ramakrishna Mission Ashrama, Chandigarh Organised many charity events, seminars and workshops	2009 – 11

Extra Curricular Activities

• National Finalist in Hackfest 2016, a national level competition jointly organised by Accenture & LinkedIn	2016
• Campus Finalist in Mahindra War Room, a national level case study competition organised by Mahindra Group	2016
• Secured Second Position, in Mandevian Miles, a 5km Marathon organised in MDI for supporting "Child Education"	2016
• Secured First Position, in Midnight Marathon (a 5 km Marathon) of IMPERIUM 2015, held at MDI Gurgaon	2015