

# Sushant Kumar Singh

YoE - 10+ | Head HR - Diestic Technologies Pvt. Ltd (e-commerce & Tech Startup) | Ex - Nestle, Amazon, ITC, T.I.M.E  
FMCG | Sales & Retail | B2C & B2B | E-Commerce | Manufacturing | Operations | AI | Engineering | SAAS | Technology  
HRBP | Sales HR | Plant HRBP | ER | IR | OD | L&D | Rewards | HR Transformation | Org Efficiency | Org Restructuring  
MBA Human Resource 2017 - XISS, Ranchi | B-Tech CSE 2013 - KIIT, Bhubaneswar  
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## EXECUTIVE SUMMARY

Versatile HR leader with a robust track record across Nestlé, ITC & Amazon, as well as agile, high-growth startups. Driving organization design, talent strategy & business partnering across the FMCG, E-commerce & D2C landscapes. Adept at navigating both scale & speed, with deep expertise in shaping HR architecture, managing industrial relations & delivering people-centric innovations aligned with business growth. Have consistently been entrusted with high-visibility, high-impact mandates; leading management development efforts at Nestlé impacting 1,000+ employees, managing long-term settlements & greenfield HR setups at ITC, and catalyzing leadership effectiveness and organizational maturity at Amazon India Ops. Recognized for influencing CXO-level decision-making, fostering inclusive workplaces & developing future-ready talent engines across geographies.

## CAREER SNAPSHOT & GROWTH PATH

**Dec'23 - Till Date: HR Head | Diestic Technologies Pvt Ltd | India**

**May'23 - Dec'23: Head HR East - Sales & Nutrition | Nestle | East India, Nepal, Bhutan & Bangladesh**

**Feb'22 - May'23: Led HRBP, ER & Talent Partner | Amazon Retail Business | Lucknow, Gurgaon**

**July'17 - Feb'22: HR Business Partner, Talent & L&D Partner - India Business Units | ITC | Multiple Locations**

**April'16 - May'17: Intern - KITES Leadership Internship Program | ITC Limited | HO Virginia House**

**May'13 - July'15: HR Advisor & Consultant | T.I.M.E Pvt Ltd | Jamshedpur**

## COMPETENCY STACK

<b>Strategic HRBP</b>	<b>Employee Relations</b>	<b>Employee Engagement</b>	<b>Learning &amp; Development</b>	<b>Attrition Management</b>
<b>Talent Strategy</b>	<b>Performance Management</b>	<b>Succession Planning</b>	<b>Grievance Management</b>	<b>Stakeholdership</b>
<b>DE&amp;I</b>	<b>Industrial Relations</b>	<b>Organization Restructuring</b>	<b>People Experience</b>	<b>Manpower Planning</b>

## IT SKILLS STACK

<b>MS Office Suite</b>	<b>Power BI</b>	<b>Google Sheets</b>	<b>HRMS</b>	<b>Workday/Peoplesoft/DarwinBox</b>	<b>SPSS/R/Python</b>
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## PORTFOLIOS MANAGED - POST MBA EXPERIENCE

**Head HR Corporate, Operations & Talent | Diestic Technologies Pvt Ltd | India**

**Dec'23 - Till Date**

**HR Business Partnering, Workforce Planning, Employee Relations, HR Governance & Compliance Leadership**

- Led HR transformation for a high-growth B2B salesforce of 100+, drove 30% boost in hiring efficiency. Built HR function from scratch, scaling workforce capacity 300% across tech, sales & operations, designed policies, governance models & talent strategy for expansion
- Drove Attrition & Retention Strategy, implemented structured career development paths, Leadership coaching, & engagement programs, Led to a 35% drop in mid-level attrition & a 23% reduction in project delays, improved client satisfaction by 15%
- Championed HR Digital Transformation, deployed HRMS, ATS & AI-powered hiring solutions, reduced administrative workload by 15%, optimized hiring cycles & enhanced candidate experience
- Implemented Payroll Management System, achieved 100% accuracy & timeliness, reduced manual errors by 98%, ensured compliance
- Led ER/IR strategy, ensuring zero compliance lapses, strengthening grievance management, reducing escalations by 35%, and maintaining 95%+ employee satisfaction in conflict resolution

**Organizational Development, Employer Branding, Talent Management, PMS, Compensation, Benefits & Retention**

- Spearheaded Blue-Collar Remuneration Restructuring, linking wages to a performance-based incentive model, boosting workforce efficiency by 30% & increasing gig workforce retention by 20%
- Redefined Employer Branding & Talent Outreach, leveraged university partnerships, expanding talent pipeline by 50% & reduced offer drop-offs through enhanced candidate engagement
- Designed & deployed structured L&D interventions, enhanced salesforce productivity by 40%, improved client acquisition rates by 20% through consultative selling & skill-building programs
- Pioneered a data-backed Performance Management System (PMS) integrating KPIs, aligned business goals with workforce performance, boosting productivity by 20%, ensured an agile, high-performance culture
- Revamped Compensation & Benefits Strategy, optimizing pay equity & incentive structures, Leading to a 15% reduction in employee turnover while maintaining external competitiveness

**Head HR East India - Sales & Nutrition | Nestle | Kolkata**

**May'23 - Dec'23**

**Regional Strategic Business Partnering, Organization Efficiency & Territory Realignment, Merger & Acquisition, Data Analytics**

- Led AOP & Organization Efficiency intervention, strategically restructured personnel allocations across regions, optimized costs & unlock avenues for employee success for middle managers. Scientifically managed people load to ensure overall people wellbeing.
- Led partnering interventions in HR analytics & cost metrics, talent retention, attrition & engagement for 2000+ workforce
- Broad-based Traineeship (SOTs/NOTs) intervention to create people pipelining, seamlessly managed attrition & protect leakages.

**Organization Development, Talent Management, Capability Building, Performance Management, Rewards**

- Spearheaded Talent Strategy, L&D & Sales Capability programs for 2000+ NIM Workforce for the Region. Partnered with Korn Ferry to Develop iLead Assessment Centre - Unlocked progression of Top Talent
- Spearheaded prompt closure of high volumes open positions/backfills in Sales & Nutrition including CXO & HOD/HOB top tier talent

- Conceptualized the Grow to Win People recognition platform for NIM Team thereby engaging Top Talent as a retention strategy, Coached & developed Leaders through programs such as – KYL (Know your Leader), New Leader Assimilations

**Led HRBP, ER & Talent Partner – North India | Amazon Retail Business (Omnichannel) | Lucknow**

**Feb'22 - June'23**

**Strategic HRBP, Employee Experience, Contract Labor, Statutory Compliances, Program Management, Investigations & Audits**

- Led organizational restructuring, transitioned from 4-Zone to 3-Zone structure. Optimized people cost by 50 Cr
- Designed & deployed 360-degree razor sharp People Engagement program, cutting down attrition from 37% - 12%
- Created transparency via people connects & augmented technology & digital analytics interventions for employee experience reduced people grievances by 35% via Digital Grievance Management Module
- Led compliance, payroll, ER, and risk management for 70,000+ associates globally; improved statutory adherence for AMZL India from 88% to 96% by deploying smart digitization in partnership with global tech teams.

**Learning & Development, Performance Enablement, Talent Management, Rewards, Managerial Effectiveness, Program Management**

- Managed year end compensation & benefits. Benchmarked across segments to ensure contemporarities across cohorts
- Collaborated with Global tech team to transform talent calibration platform by integrating Lyft Module. This collaborative effort contributed to more streamlined, transparent & seamless management of Top Tier Talent Incumbents
- Ensured proactive talent acquisition & backfill for 300+ positions, including several CXO/Head Leaders ensured business continuity
- Collaborated with India Learning & Tech Centre to build Embark & LBD Learning mobile applications, migrated from previous, people driven interventions, centralized learning repository, enabled seamless learning in line with learning charter
- Conceptualized & implemented Associate Centric Leadership interventions - ERAs, FGDs, HR Connects, WeCare. Ensured Engagement >95%
- Conceptualized & created specific goal setting interventions & recalibrated the incentive for UTR & OTR associates. Ensured efficiency & productivity gain of 23%, curbed attrition by 12% on areas of pay & incentive

**Senior HRBP, Talent & L&D Partner | ITC Limited | India Business Unit**

**June'17 - Feb'22**

**Sales HRBP, Talent Acquisition, HR Strategy, People Planning, New Business Integration, Trade Marketing & Distribution**

**June'17 - Aug'18**

- Designed & executed of strategic hiring plan, closed 300+ positions across diverse cohorts, reduced recruitment timelines by 12%
- Engineered incentive plans, drove market penetration & double-digit growth for newly launched Ashirwad Dairy brand in East
- Developed a comprehensive HR framework for the newly launched Dairy Business, supported its growth & operation needs
- Collaborated with GTM team to design integrated sourcing-to-distribution framework for 250KL capacity manufacturing plant

**Manufacturing HR, Employee & Industrial Relations, Change Management, Discipline Management, Manpower Planning**

**Aug '18 - Dec'20**

- Managed Annual Operations & People Plans for division across 4000+ workforce, ensured 0 Vol losses at Peak & Contingency
- Champion positive Culture & Climate, measured Quality of Relations, forged positive relations, improved scores by 15% Points
- Led 3 Organization Restructuring Memorandum of Settlements & Change Management assignment for 3 distinct Business Units. Prepared policies, redesigned manpower & people plan, augmented capacity enhancement interventions saved costs of 12+ Cr
- Conceptualized, negotiated Flexi-People Strategy framework, achieved 0 volume loss, saved Rs. 5 Crore+ for PAN India
- Spearheaded setup of Filter & Capsule Business Unit, workforce planning model & developed cost strategies to save costs by 200Cr

**Organization Development - Learning & Development Partner & Capability Building Programs Management**

- Designed New Manager Assimilation program. Enhanced Performance Enablement & Leader Efficiency & Approval scores by 23%
- Designed & developed Pratibimb Experiential learning Intervention, enhanced collaboration & cooperation at work & cross functional peers by 14%-point movement in Engagement Survey scores for the Business Unit
- Conceptualized Transcend Managerial L&D framework. Incorporated platforms - Coursera, LinkedIn Learning. Demonstrated needle movement on IDP by 18%. Integrated Each One Reach One (EORO) framework to reinforce peer to peer learning
- Recipient of ASTD Award for Best Integrated Talent Solutions for pioneering a data-driven approach to execute the MTTR Intervention. Implemented targeted, surgical interventions, resulting in 17% enhancement in people efficiency
- Led Future of Work IoT & Industry 4.0 Capability Charter at ITC's largest cluster; enabled tech exposure for HR, Engineering & Tech teams, forged partnerships with startups, and built integration roadmaps for enhanced service delivery.

**OD - Rewards, Talent Strategy, Talent Acquisition, Performance Management, Rewards, HR Transformation**

**Dec'20 - Feb'22**

- Leveraged EDGAR Schein's Career Anchor Model, conceptualized EDGE framework, gauged employee aspirations, utilized surveys & drafted IDPs Resulted in 31% increase in Mobility, a 21% enhancement in Career Progression & 40% boost in Equal Opportunity
- Conceptualized & implemented Employee Wellbeing Agenda "Living Well" around Life Stage & Demographic Specific Interventions E.g., S.T.E.P (Effective Parenting), Bright Horizons (Children's Career & Education) & Elder Care Support Program
- Designed & Implemented Recognition framework - "WoW Cards", "Spot Awards", "Talent Night Awards" etc. catalyzed engagement & positive performance across segments through a gamified approach
- Collaborated with WTC/IBN Connexa for Employee Engagement Surveys, leveraged analytics to develop targeted action plans, elevated quality of talent experience & Improved Engagement by 13%

**OTHER CRITICAL ASSIGNMENTS - INTERNSHIP**

**ITC Limited | KITES INTERNSHIP Programme'16**

**2016**

- Set up ITC's 1st Technical University Gurukul, a Capability Building & Assessment Centre & was awarded a Pre-Placement Offer

**PORTFOLIOS MANAGED - PRE MBA-EXPERIENCE**

**HR Advisor & People Consultant | TIME Pvt Ltd**

**May'13 - July'15**

- Act as Advisor to the Business Functions. Deploy GUI Interventions, manage databases & payroll across centers

**AWARDS & RECOGNITIONS**

- ATD (Association of Talent Development) Award: Learning & Development: Integrated Technical Talent Development Process