

Building Clear		Ex- Indian Bank	TISS HRM & LR'24	
ACADEMIC PROFILE				
M.A. (HRM & LR)	Tata Institute of Social Sciences (TISS), Mumbai		7.40/10 (CGPA)	2024
B.Tech. (Chemical)	National Institute of Technology (MNNIT), Allahabad		8.13/10 (CGPA)	2016
Class XII (CBSE)	Nazareth Academy, Gaya		84.80%	2011
Class X (CBSE)	Nazareth Academy, Gaya		93.33%	2009
Awarded Pre-Placement Interview ( <b>PPI</b> ) from <b>Aon</b> in recognition of performance during summer internship				2023
Recipient, Certificate of Completion, Coursera: ' <b>Excel Skills for Business Specialization</b> ', Macquarie University				2022
Trainee, Indian Institute of Technology, Guwahati, development of graphene sheets for fuel cell application				2014
Recipient, ' <b>Certificate of Merit</b> ' for academic excellence, Class X, Nazareth Academy, Gaya				2009
PROFESSIONAL EXPERIENCE				
Clear (Cleartax), Manager - HRBP			May '24 – Present	
Talent Partnering & Employee Experience	<ul style="list-style-type: none"><li>Managing the employee life cycle for a span of ~<b>200</b> employees spread across Customer Success, Customer Support, Finance &amp; Legal, IT, Admin and Managed Services Department.</li><li>Responsible for partnering with the <b>recruitment team</b> in hiring decisions based on business forecasts.</li><li>Partnering with business leaders to understand the business needs, conducting a thorough analysis and restructuring of the <b>Org Structure</b> including job titles, departments, teams, job levels, etc. for my span.</li><li>Being the first point of contact for all <b>employee grievances</b>, conducting one-on-one employee meetings as well as group meetings with the team to check the employee <b>pulse</b> and resolve any issues right away.</li><li>Optimized New Hire <b>Onboarding and Induction</b> process by identifying and resolving key pain points with a total of <b>120+</b> new employees onboarded in the past 4 months and an average feedback score of <b>4.3</b></li><li>Leading the campus placement process for non-Tech Roles ranging from Integration, Sales, Analyst and Talent Acquisition teams spanning across <b>14 campuses</b>, rolling a total of ~<b>50</b> Internship plus FT offers.</li><li>Designing the Offline <b>Induction</b> Program for the Campus Internship Drive, planning the logistics and schedules, engagement events and overall co-ordination for a smooth execution.</li></ul>			
	<ul style="list-style-type: none"><li>Managed the overall implementation of <b>LMS</b> platform for Clear after comparative analysis of prospective tools with a capability to train ~<b>1000</b> employees and currently hosting 100+ courses with <b>500+ employees</b> enrolled and a completion rate of 50%+ within 4 months of launch.</li><li>Handling the setup of the <b>HR Dashboard</b> providing key insights on major <b>HR Metrics</b> related to Attrition, Headcount and Talent Acquisition for the management to make informed decisions.</li><li>Tracking and monitoring the data related to Voluntary/Involuntary Attrition, Regrettable/Non-Regrettable/Infant Attrition, MoM Attrition, Attrition Reasons, etc.</li><li>Measuring the Attrition Levels against Business, Level, Department, BU, HRBP, Level, Tenure, Ratings which helped to provide an in-depth analysis on the reasons for attrition to devise counter actions.</li><li>Setup effective monitoring mechanisms to efficiently track the open requisitions against each department, BU, Recruiter assigned, Hiring Manager, turnaround time to streamline the overall TA process.</li></ul>			
Policies & Benefits Administration	<ul style="list-style-type: none"><li>Managed the drafting and formalization of <b>HR Policies</b> for India, setting up key employee governance policies such as Grievance Redressal, Workplace Harassment, Whistleblower Policy, Separation Policy, etc.</li><li>Led the setup of employee policies for the newly set up <b>Business Unit</b> in <b>Malaysia</b>, including Leave and Holiday, Travel, Mobile &amp; Broadband policies, reimbursements and creating an Employee Handbook.</li><li><b>Recruitment process streamlining</b> starting from empanelment of 6 recruitment agencies, scheduling interview rounds, conducting the HR Interviews, Releasing Offer Letters and Onboarding the employee.</li><li>Providing HR Lifecycle support to all the current employees in Malaysia BU, and being the first point of contact for all employee grievances, and ensuring timely vendor payments and compliance.</li></ul>			

## Indian Bank, Assistant Manager

Aug '18 – Jun '22

<b>Branch Operations, Customer Service &amp; Supervision</b>	<ul style="list-style-type: none"> <li>Supervised the smooth functioning of <b>86 branches</b> within Gorakhpur regional office of Indian Bank.</li> <li>As an <b>Assistant Branch Manager</b>, was responsible for the day-to-day branch operations, including cash handling, cheque clearance, maintaining records, account opening, deposits and KYC compliance, ATM Operations, locker management, cross selling, customer grievances, etc.</li> <li>Acted as the <b>Branch Custodian</b> and <b>Vault Officer</b> with the responsibility of balancing accounts and managing end-of-day reports along with supervising the entire clerical staff of the branch.</li> </ul>
<b>New Initiatives &amp; Process Integration</b>	<ul style="list-style-type: none"> <li>Conducted <b>customer mobilization</b> initiatives to boost branch business growth; being awarded for achieving the daily target of opening a minimum of 20 accounts during the account opening drive.</li> <li>Conducted regular <b>customer meetings</b> to resolve grievances and understand customer pain points.</li> <li>Supervised the <b>streamlining of processes</b> post <b>merger</b> of e-Allahabad Bank into Indian Bank.</li> </ul>

## INTERNSHIPS

### AON Human Capital Consulting

Apr'23 – Jun'23

<ul style="list-style-type: none"> <li>Examined the <b>talent-related challenges</b> within the IT/ ITES industry through secondary and primary research identifying a total of 7 major challenges and deduced that each of them to be solved through a pool of dynamically skilled employees.</li> <li>Developed <b>assessment solutions</b> with a set of 4 individual assessments that effectively addresses the <b>dynamic skill requirements</b> for early career hiring in the IT industry after studying a total of <b>82 competencies</b> grouped into 4 brackets including cognitive abilities, personal characteristics, knowledge and technical skills and mapping them across <b>9</b> major IT Roles.</li> <li>Assessment journeys were being defined for <b>internal mobility</b> by identifying Gap Areas in the assessment and competencies.</li> </ul>
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## FIELDWORK PROJECTS

<b>Asian Paints</b>	<ul style="list-style-type: none"> <li>Identified effective <b>leadership development programs</b> for Managerial levels through theoretical analysis of elements, duration, electives and effectiveness measurement in the programs.</li> </ul>
<b>Cipla</b>	<ul style="list-style-type: none"> <li>Built market intelligence for <b>campus hiring</b> and gave crucial recommendations for strategizing talent acquisition along with benchmarking differentiated campus hiring programs across companies.</li> </ul>
<b>Nivea</b>	<ul style="list-style-type: none"> <li>Identified bottlenecks in the current <b>onboarding process</b> by understanding the pain points and proposed a revamped onboarding plan which was effectively implemented in the organization.</li> </ul>
<b>Bridgestone</b>	<ul style="list-style-type: none"> <li>Benchmarked the <b>succession planning strategy</b> and framework across companies through research.</li> </ul>

## POSITIONS OF RESPONSIBILITY

<b>TISS, Mumbai</b>	<ul style="list-style-type: none"> <li>Member, <b>Alumni Committee</b>, HRM &amp; LR</li> </ul>	2022-24
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