

POOJA PATEL, MBA-HR, B.TECH, SHRM-CP

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EDUCATION

SYMBIOSIS CENTRE FOR MANAGEMENT & HUMAN RESOURCE DEVELOPMENT

MBA, Human Resource Management, CGPA- 3.4/4

Pune, India

May 2016

VELLORE INSTITUTE OF TECHNOLOGY, VIT UNIVERSITY

B.Tech, Electronics and Communications Engineering, CGPA – 9.06/10

Tamil Nadu, India

June 2012

EXPERIENCE

HELPING HANDS COMMUNITY | Technology

May 2020 – Present

People Operations & Talent Manager

First People Ops hire in the org, built the HR department for 150+ volunteers, with responsibilities encompassing organization structure definition, establishment of HR policies & procedures, design the recruitment process and to build a culture of engagement. Led a team of 5 people.

- Collaborated with the hiring managers and the recruitment team to design a recruitment strategy by mapping the volunteer journey and tailoring the approach to different volunteer segments.
- Served as a strategic business partner to the leadership team to understand business needs, identify talent gaps, align on hiring strategy and improve process, source/build pipeline and track recruitment metrics.
- Formalized a 15/30/60 day onboarding program for significant headcount increase (~30 new hires per month)
- Created a monthly check-in process for new hires to promote continuous dialogue & feedback, identify training needs and monitor progress. Reduced turnover rate from 32% to 15%.
- Developed the HR dashboard to capture key HR metrics and to outline improvement opportunities, and iterated the dashboard based on business feedback.

WHOWHATWHY | Non-Profit Media

May 2019 – Nov 2020

HR Business Partner

Led all aspects of Human Resource function by supporting 165+ volunteers and directly supervised a team of 12 HR volunteers. Implemented strategic initiatives based on the growth and goals of the organization.

- Supported the organization transformation process by partnering with the Editorial, Operations, IT and Development teams for designing the department structure and for workforce planning.
- Developed a recruitment strategy resulting in 42 volunteer hires in 3 months and 280% increase in applications.
- Revamped the onboarding program and integrated it with the ATS module, leading to 30% reduction in time-to-hire.
- Designed and deployed an interview evaluation framework resulting in a structured interview process.
- Defining the scope for the organizations HRIS system, by partnering with stakeholders from 6 business teams, and leading vendor evaluation and negotiation.

CATCH-A-FIRE | Non-Profit Consultancy

Nov 2017 – Present

HR Consultant

Consulted for 8+ clients to develop and implemented HR strategies to address their specific business need.

American Cancer Society

- Designed short term volunteer recruitment and long term volunteer retention strategies using online and offline media and corporate partnerships to hire and retain volunteers.
- Built data and analytics driven, ROI centric cases for investments to attract volunteers, hence ensuring optimal resource utilization, a key business requirement for the non-profit.

SportsWorks International

- Leveraged insights from employee engagement survey and interviews, and defined diversity, a place to lead and make an impact as the three core tenets of the volunteer value proposition.
- Designed a social media campaign to recruit volunteer sports coaches, thus filling 7 positions in a record 3 weeks.

TITAN COMPANY LIMITED | US \$2B Retail and Manufacturing Company

Bangalore, India

Human Resource Business Partner

Jun 2016 – Jan 2017

Strategic consultant for the Watches & Accessories business division - designed HR solutions which proactively equipped the division to deliver on short term and long term objectives.

- Collaborated with function business leaders for annual manpower planning by identifying resource needs for achieving key business goals, leading to 21% reduction in contract fee with staffing firm.
- Facilitated internal mobility discussions with regional teams to promote career planning, progression & diversity, resulting in 12% improvement in employee satisfaction ratings subsequent to mid-year reviews.
- Developed a comprehensive recruitment strategy for Fastrack, a youth watch brand, with a primary focus on brand fit of potential hires, which drove an 18% reduction in time to fill.
- Served as a focal point for employee life cycle activities such as onboarding, salary planning and employee intervention
- Redesigned Titan Elevate, a program to attract university talent, thus increasing participation by 3 times over the previous year.

SCHNEIDER ELECTRIC PRIVATE LIMITED | Energy Technology

Bangalore, India

Business Analyst

Apr 2012 – May 2014

- Implemented customized Oracle Hyperion solution for financial management which reduced the system downtime from 7 to 0.5 hours and customer tickets by 39%
- Provided training to global internal customers and represented my team at international Schneider forums for successful go-live of the project and received recognition through the Xtra Miler Award for the same.
- Initiated the “Kinship” concept, which focused on client requirement and provided trainings, resulting in 22% decrease in the number of internal customer tickets.
- Core Member, VoW (Voice of Workforce)
 - Worked with HR as a founding member of VoW – a group with the aim of increasing employee engagement
 - Organized employee centric events focused on cross cultural team building and leadership development.

SOFTWARE SKILLS

- Proficient in Greenhouse (ATS), Jazz HR (ATS), Web HR (HRIS), LinkedIn Recruiter, Bamboo HR, SAP SuccessFactors, ResumeFox – Recruitment Management Software, MS Office, Oracle Finance Modules, Oracle Hyperion.
- Knowledge of SQL and Relational database management systems.
- Data Visualization with Tableau, Google Data Studio
- HTML, CSS, JavaScript and JAVA

EXTRA CURRICULAR ENGAGEMENT

Partnered with social organizations in India within the local community, to create awareness about education, career opportunities, and the link between education and social well-being. Mentored 20+ students to help them navigate their career path.

CERTIFICATIONS

SHRM Certified Professional (SHRM CP), SHRM Certification, Jun’18 - Aug’24

Diversity, Equity and Inclusion in the Workplace, USF Corporate Certification, May’21

People Analytics and Evidence Based Management, SAP Certification, Mar’21

Data Visualization with Tableau, Coursera Certification offered by UC Davis, May’20

Responsive Web Design, issued by freeCodeCamp, Sep’21

JavaScript Algorithms and Data Structures, issued by freeCodeCamp, Oct’21

Learn Java, issued by Codecademy, Aug’21

SQL Certification, Vertabelo Academy, Aug’19