

To
Recruitment Officer

Dear recruiter,

Thanks for taking interest in my profile. As an introduction, I am an award-winning HR business partner and talent leader with about a decade long experience in running large and sophisticated people operations across prominent Indian BPOs, Advisory & Consulting Firms, financial service enterprises, ITES and eCommerce majors, as well as digital media marketing and analytics firms.

I believe that my interest as well passion for people, combined with deep emotional intelligence, cross industry and cross-cultural experience, personal energy and deep empathy for people makes me a great fit for this role. This confidence comes from my exposure to the industry with decade long experience as well as from my most recent stint operating as the HR business leader for PowerServ, Enerex Inc and OPKe India, all international firms operating across India, Middle East, APAC, Europe & North America.

At PowerServ, I currently lead all aspects of people operations and am responsible as an executive stakeholder reporting directly to the CEO and COO. I lead a team of 5 HR Professionals including junior and senior associates performing HR operations /L&D /Payroll /Recruitment/Talent Acquisition activities managing 500+ global resources for the BPO service giant.. Previously at OPKe I performed in a similar capacity as the talent and people operations leader and business partner, directly managing a team of 15 HR executives and directly reported to the Chief HR Officer for OPKe India with dotted line reported to the CEO and the Board of Directors.

In my tenure I have gained experienced in HR operations/ employee relations, talent management, policy implementation, HR systems deployment and management, talent planning, performance reviews as a business partner to senior management. Through this work experience, I have acquired transferrable skills like leadership, team building, managing interpersonal conflicts and training and development which are critical for a human resource leader.

As for my education qualification, I pursued master's in business administration (MBA), specializing in industrial relations and human resource management from Sikkim Manipal University, India. As a student in the program, I developed domain skills in HR including interpretation and application of employment and labour statues covering the Human Rights Code as well as Occupational Health and Safety Act (OHSA), Compensation and Benefits, Employee Relations, Learning & Development, Change Management and Organizational Behavior.

While I have a long exposure serving the senior management and fulfilling CXO agenda, I have remained equally devoted to the cause of human capital development, driving fair and equitable work environment, enriching culture and ensuring equitable growth opportunities and constant motivation for my team. As a professional I believe in open communication and being proactive in taking responsibilities. I love overcoming challenges; I am also adaptable to different situations and believe in putting extra effort to ensure that the task at hand meets the requisite purpose.

I would like to thank you for taking time to review my application. Please feel free to contact me, if you require any further information. It would be a privilege to meet with you and discuss ways in which I could add value to your esteemed organisation.

Warm Regards,
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Executive profile

Result oriented HR professional excelled as a strategic business partner to senior management in supporting growth by designing and implementing effective people programs. Experienced in HR Operations/ Employee Relations, talent management, policy implementation, HR Systems deployment and management, talent planning, performance reviews as a business partner to senior management. Talent leader with decade long experience in running large and sophisticated people operations across prominent Indian BPOs, Advisory & Consulting Firms, financial service enterprises, ITES and eCommerce majors, as well as digital media marketing and analytics firms.

Overview of most recent experience

A competent professional with **decade long** diverse experience across **IT/ KPO/BPO and financial services industries**

HR Business Partner and HR Operations Management: Acting as HR Business Leader responsible for approx. 500+ employees for a large BPO company, responsible for all aspects of HR operations and engagement with senior mgt.

HR Team Leader: Directly managed 30+ HR executives and numerous consultants /L&D /Payroll /Recruitment/Finance/ Operations analysts. Built careers and mentored human talent with leadership and foresight.

Experienced in manpower planning & talent management: along with other corporate functions viz. interviews, on-boarding, redressal issues, communication calendars, exit interviews, conflict resolution etc.

Escalation & Conflict Management: Provided responses against issue of query tickets raised by employees, conflict issues incl. senior mgt. reporting

Reporting & Documentation & Quality control: Oversaw HR Ops managing analysts responsible for generating monthly MIS reports like attendance and leave record status report & payroll timely; preparing HRIS & capturing all employee database effectively.

HRMS Software: Manage the complete HRMS tool implementation, business requirement documentation & testing as per organization requirement

Change Management and Employee Engagement: Organizing events such as tournaments, townhalls, & other social events and change management/ team building sessions for motivating the employees and enhancing org culture

Onboarding Documentation: Facilitating & streamlining the process for onboarding , implemented process excellence, digitization and controls in the hire to retire processes incl. documentation and training

Formulating strategic HR plans & policies: Developed HR Ops playbook, C&B, T&L, Reimbursement Policies, EHS and Sexual Harassment Ombuds process, L&D and License to Operate processes, Process Manuals, including revision and implementation of policies aligned with organizational goals

Organisational & Leadership Communication: Responsible for all aspects of internal and external leadership communication including operating, tactical and strategic announcements as a front end communication leader for senior management, overseeing corporate communication for over 500 employees in the India BPO operations for OPKe



Key skill highlights

Strategic People Management

Resourcing
Employee Relations
Conflict Resolution
Talent Management
Employee Training & Development
Diversity and Inclusion activities

HR Business Partner Services

Rewards & Benefits
Organisation Design
Performance Coaching
Process Improvement
Succession Planning
Performance Management
Talent Acquisition

Process and Technology Excellence

Policies Creation & Implementation
Org. Optimisation and Restructuring
HR Software implementation

Indent Management/ Operations

Onboarding & Offboarding Activities
Leave & Attendance Management
Training & Development
HR Operations
Vendor Management
Employee Verifications

Employment Details

PowerServ India Pvt Ltd, Noida and Enerex Inc., USA, Chief HR Officer and Talent Leader, Since June'21 – Till date

Acting as Global HR head and talent leader responsible for 500+ employees globally. Responsible for all aspects of HR operations and strategic planning for talent organisation. **Reporting directly to the CEO (USA) and COO (India).**

Responsible for all aspects of internal and external leadership communication, strategy, procurement, recruitment and selection, people operations, performance management, talent development, audits and compliances, compensation and benefits planning, technology upgradation, outsourcing and investments/ divestiture decisions. Scope includes operations, tactical and strategic decisions, organisational announcements, leadership communication, change management and HR Operations as a front end people organisation leader and senior stakeholder, overseeing corporate services for over 500+ global employees operations for PowerServ and Enerex, US based global BPO/ITES firm.

OPK e-services Pvt Ltd, Gurugram HR Business Partner and Team Leader- HR Since Nov'18 – Jun' 21

Acting as HR Business Partner and Team Leader responsible for approx. 500 employees for a 1500 employee company, responsible for all aspects of HR operations and engagement with senior mgt. Directly managed 3 HR executives and 10 HR /L&D /Payroll /Recruitment analysts, **reporting directly to the Chief HR Officer & VP in India.** Key responsibilities in this role include:

HR Business Operations - Regularly connect with managers, advise them on policy & procedures and resolve employee issues. Resolve employees' queries, grievances and escalations related to HR, Payroll and F&F. Validate and issue all employment letters viz. Letter of Appointment, Salary Increments, Promotions, Probation Confirmation/ Extension, Transfers, Warning Letters, Terminations, Experience and Recovery Letters. Issue any other employment letters on employee's request for Bank, PAN card, Passport/ Visa purposes.

Performance Management System - Develop efficient systems for collection information on performance. Gathering and analyzing cross-functional performance data. Presenting statistical performance analysis and recommending solutions. Design and review policies related to employee performance. Lead, develop and inspires teams. Provide training and development to managers on best practices. Identify, report, and resolve workplace or interpersonal barriers to performance. Setting performance objectives and updating as necessary

Joining Formalities & Induction - On-boarding of the New Hire Candidates. Ensuring completion of joining formalities and verification of all documents. Conducting Induction-Presentation for the new joiners about the Company and its policies in brief. Supervising for the administrative functions like: Facilities of new joiners (Work space, E-mail, PC/Laptop), Bank A/c opening). Provide HRMS training to all new joiners. Maintaining personal files & records MIS. Preparation of monthly HR Report, New Joiners Data base etc. Taking care of day-to-day activities in HR Operations. Handling employee concerns/issues, questions or grievances related to HR policies, compensation, benefits etc. Taking care of exit formalities like exit forms, exit interviews etc. Being the first point of contact for the new hires, responding to all their HR related questions.

HR Vendors Management - Vendor negotiations and contracts management for entire HR Vertical. Coordinate with regional hiring teams and hiring vendors in maintaining monthly payments as per hiring tracker. Manage On-boarding, including vendor invoices validation and payments monthly. Manage vendors for annual activity of investment proof submission. Arrange physical & virtual helpdesks, timely preparation and issuance of Form 16 and TDS statements

Training & Development - Identifying training needs, preparing training calendar, scheduling and arranging training programs and preparing comprehensive reports for the Management. Co-ordination with all the managers for identifying training needs across the levels through competency mapping for particular positions and IS audit, MOM Handling, training feedback

Recruitment and Selection - Handling full recruitment cycle of Technical & Non-Technical US, Canada and UK requirements. Understanding the competencies required, sourcing and screening of the resumes as per the requirements. Screening and sourcing the relevant candidates through different Job Portals, references and Social Networking. Taking initial screening HR round for internal hiring. Scheduling shortlisted candidates for Technical interviews through Skype or tele round.

Leaves, Attendance and Overtime Administration - Resolving employee queries regarding attendance and time management. Maintaining the attendance records of all employees and send them alert of absenteeism to employees and reporting manager. Review and ensure that overtime, leave rules and holidays are in line with country specific policy and legal requirements and correctly configured & functioning properly in the in-house HRIS tool. Perform QA of monthly/ annual leave accruals for uploading in HRIS, review the leave balance variances and the leave balances for encashment.

Exit Formalities & Background & Previous Employment verification - Conducting one-on-one session with the employee and then, share the exit interview form with employee for taking the necessary feedbacks. Return company issued access card, laptops, mobile phone, keys, etc. Settled the FnF for the exiting employee. Enable new hire background verification. Employment verification of ex-employees. Facilitate active employees' employment verification for visa, banking & other purpose.

HRIS Tool Development & Configuration:

Maintaining the HRMS tool & keep going changes on a daily basis as per the modification which we required in the tool. Advancement technology used in the tool so the employees get motivated how to build up the technology in the system. Managing the helpdesk in the HRMS tool & resolve the queries of the employees. Managing the leave & attendance in the tool. Sending the announcement from the tool on a daily basis. Implement the HRIS application in coordination with various internal teams. Configured the policy rules in the tool and created various HR modules related to Staffing, Attendance, Overtime, Leaves, etc.

Young Angels, Gurugram as Asst. Manager- HR since Feb'18 – Nov'18

Acting as HR Business Partner responsible for all aspects of HR operations and execution of operations mandates from senior management. KRAs included:

Recruitment and Hiring Services - Establishing recruiting requirements by studying organization plans and objectives; interfacing with the managers to discuss needs. Conducting employment interviews and termination exit interviews and subsequently compiling and distributing acquired information. Handling screening and short-listing of profiles as per the requirement; negotiated on salaries and finalized as per the offer; also maintaining documents of new joiners. Monitoring online applications and regularly added profiles to source database by online search, networking, head hunting and referrals. Updating and tracking recruitment files, preparing and placing job advertising across appropriate media, monitored internal job postings and reference and background checks

People Operations and HR Business Partner - Managed the leave and attendance record of employees, processing salary for the employees & sharing the same with Finance Department. Designing new policies, conducting sessions & designing and executing of a dynamic employee engagement framework & resolving issues/ grievances. Creating Attrition tracker report for all the functions in the organization. Ensuring on-time completion of joining formalities, on-boarding & induction of the new joiners. Formulating policies related to induction & other employee related activities

Incedo Inc. (formerly India bulls Technology), Gurugram as Senior Executive- HR from Aug '16 to Feb'18

Acting as Senior HR Executive responsible for all aspects of HR operations and execution of operations mandates from senior management. KRAs included:

HR Operations and Employee Engagement - Used sophisticated Applicant Tracking System to track applicants; also maintained the leave and attendance record of employees by Bio-metric Attendance System and generating punctuality reports on regular basis. Creating Attrition tracker report for all the functions in the organization & processed FnF to Payroll Team. Planned and organized events and fun activities such as festive celebration for employee engagement and other common celebrations along with handling recruitment including exit interviews as a support function. Conducted various competitions: Table Tennis, Cricket, Marathon & so on; also sent birthday mailers, organizing event for birthdays & other occasions

Vendor Management - Ensured adherence to the process with involvement in vendor management regarding contractual & permanent hiring, preparing agreements, rate negotiation & finalization and monitoring of vendor performance through assessing data. Backed the development, and consistent application of HR policy, recognition and reward and HR standards across the Division, provided the certificates & gift prizes to the best vendor based on the referrals provided; also issued employment letter

Recruitment/ Exit Interviews and Employee Referral - Prepared link after the recruiter's feedback for all position ID's & shared the same to review. Executed settlement proceedings, employment interviews and termination exit interviews and subsequently compiling and distributing acquired information & attrition report for necessary action. Broadcasted: Open positions from Talent Now Portal to various recruiters & decided referral price for the same. Employee engagement; coordinated with Marketing Team & published the same. Drafted employee reference report as per the information updated & followed up for updation status

iYogi, Gurugram as Executive- HR from June '13 to Feb 16

Acting as HR executive responsible for all aspects of HR operations and execution of operations mandates from senior management. KRAs included:

Exit Interviews/ Recruitment - Executed settlement proceedings, employment interviews and termination exit interviews & assisting in filling form through HR System and subsequently compiling and distributing acquired information & attrition report for necessary action from the system. Assisted in reference and background checks, prepared and sent offer and orientation packages; checked BGV report based on Red (BGV failed), Yellow (minor discrepancy), Orange- (insufficiency), Green reports (pass). Managed email communication between clients and partners for end-to-end verification of Ex-employee credentials including date of joining, reason of leaving, last designation, last working day, and other details

HR Operations - Performed on-boarding activities: documentation, contract session, PF contract registration and employee bank account opening formalities & so on. Ensured on-time completion of joining formalities, on-boarding & induction of the new joiners. Provided responses against issue of query tickets raised by employees (Sahayata Help Desk Tool) and routing tickets to designated departments for completion, conducting follow-up & ultimate closure

Eighty-Eight DB India Pvt. Ltd. as Telemarketing Executive from Dec '12 to Jun '13

Planned and organized events, telemarketing and call centre operations, employee engagement activities.

Education

- **MBA (HR)** from Sikkim Manipal University
- **B.Com (Hons)** from Delhi University
- 12th Commerce with Maths from Banasthali Public School, Delhi, CBSE
- 10th from Banasthali Public School, Delhi, CBSE