**Vandana Sharma****Raina**

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**Human Resource Management Profile**

**Outsourcing Management | VISIO Process Flow Designing/ HR Guidelines & Policies | Employees Life Cycle Management**

**Snapshot:** **6 years** of HR career distinguished by exceptional hard-work, conscientiousness, integrity, commended performance and proven results.

Extensive background in HR generalist activities, including experience in employee engagement activities, attrition and retention, employee grievances, Employee Orientation Program, HR lifecycle management, HR operations, Performance Management Systems, HR policies implementation and vendor management.

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|  | **Executive Synopsis** |  |
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* **Expertise:** Professionally competent executive, capable of handling managing various requirements of Human Resource Department for multiple.
* **Highlight:** Customer/Accounts focused with strong business acumen and proficiency in providing high-quality service and enriching accounts satisfaction, while adhering to the work processes
* **Knowledge:** Possess in-depth knowledge of HR Guidelines and Policies ,Employees Life Cycle process, Employee Engagement, Recruitment Cycle, Employees Grievances, Attritions, Retentions, Welfare and Vendor Management.
* **Ability:** Strong ability to handle multiple managerial functions and activities in a high pressure environment and to identify and prioritize tasks at hand and meet deadlines
* **Competence:** A decisive leader with excellent ability to coordinate and build successful partnerships at all organizational levels and to bring out the best in others while creating a healthy and friendly work environment
* **Proficiency:** Expertise in successfully managing cross-functional teams ensuring achievement of pre-defined business objectives
* **Capability:** Highly motivated, able to set effective priorities and handle multiple assignments under high pressure within tight deadlines; adapt easily to new concepts and responsibilities

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|  | **Professional Experience** |  |
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**ELI India Research, Faridabad: June 2016 – Dec 2016.**

**Designation: Sr.Executive HR (Business Partner)**

**Key Responsibilities:**

* Actively benchmark all HR activities and adopt suitable initiatives based on industry trend.
* Drafting standard operating procedures.
* Designing the performance management and measurement structure of the team to ensure the team performance leads to achieving the team’s KPIs and SLAs
* Conduct Employee satisfactions surveys and ensure that it is at expected levels.
* Designed a competitive incentive plan for junior and mid-level employees to ensure high levels of motivated performance.
* Developed and executed an Early Warning System (EWS) for constant monitoring of team members at a Red/Yellow/Green status level and conduct retention/counselling meetings
* Facilitate (through multiple initiatives) and maintain high morale and teamwork resulting in high employee satisfaction.
* Derived and structured career development program “Disha” for all employees 18 months + in the organization till the designation of Manager.
* Conducting joining formalities for new joiners. Drafting and releasing offer letters, appointment letters, and transfer letters in addition appraisal letters and confirmation letters and Exit Formalities.
* Accountable for payroll function and supervised HR Operations.
* Ensure regular communication happens from Top Management in the form of Town Halls and meetings.
* Connect with New Hires. Coordinates onboarding for new colleagues.
* Drive and execute HR strategies to support and achieve employee relation activities
* Plan and Execute Employee Communication on the floor along with Operations.
* Provides HRIS system support in the form of making changes and data reports
* Manage the relationship with internal and external customers to monitor and manage any changes to requirements or expectations. Ensure acceptance of project deliverables by stakeholder/customer/sponsor.
* Leading Employee Engagement Activities like team level skips, fun on floor, rewards and recognition programs, trainings, town halls and socially contributing activities at organizational level ( interacting with NGOs, schools and orphanages)

**Mobily Infotech (Etihad Etisalat company), Bangalore: Mar 2014 – May 2015**

**Designation:** Sr. Executive –HR (Organizational Development)

**Key Accomplishment:**

* Acknowledged for an efficient designing of Policies and Guidelines
* Twice recipient of OD Rockstar and Best Performer Awards
* Instrumental in implementation of two SOP’s on process improvement leading to significant enhancement in service quality.

**Key Responsibilities:**

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* Manage the relationship with internal and external customers to monitor and manage any changes to requirements or expectations. Ensure acceptance of project deliverables by stakeholder/customer/sponsor.
* Leading Employee Engagement Activities like team level skips, fun on floor, rewards and recognition programs, trainings, town halls and socially contributing activities at organizational level ( interacting with NGOs, schools and orphanages).
* Provide Professional HR service to Outsourcing Management spanning across the diverse functions right from Transcripting the policies and procedures to tracking the necessary information.
* Making processes flow in VISIO and Documentation.
* Align the outsourcing operational area with outsourcing business and people strategies for efficient management of Outsourcing in compliance with the stipulated policies and procedures.
* Interpret the process and develops a wide variety of HR policies applicable to Outsourcing stream of Human resource division for the purpose of documenting procedures, providing written references, and/ or conveying information.
* Maintain and Transcript the policies/procedures in a clear, user- friendly manual to act as a comprehensive source of reference information in compliance with established guidelines for managers and employees.
* Conceptualizing, Formulating and Implementing appropriate Human Resources policies and procedures.

**Effia Technologies, Bangalore: Nov 2012 – Mar 2014**

**Designation:** Asst.Manager - HR

**Key Responsibilities:**

* Designing the performance management and measurement structure of the team to ensure the team performance leads to achieving the team’s KPIs and SLAs
* Conduct Employee satisfactions surveys and ensure that it is at expected levels.
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* Developed and executed an Early Warning System (EWS) for constant monitoring of team members at a Red/Yellow/Green status level and conduct retention/counselling meetings .
* Facilitate (through multiple initiatives) and maintain high morale and teamwork resulting in high employee satisfaction.
* Conducting joining formalities for new joiners. Drafting and releasing offer letters, appointment letters, and transfer letters in addition appraisal letters and confirmation letters and Exit Formalities.
* Conducting joining formalities for new joinees. Drafting and releasing offer letters, appointment letters, transfer letters in addition appraisal letters and confirmation letters.
* Preparing monthly attrition and retention reports, and managing the retention of the right candidates in the Organization.
* Solving problems with sound strategies and giving effective resolutions.
* Contributing in planning HR requirements, recruitment, induction and deployment of staff members.
* Improving and developing the work standards, skills, knowledge, ability, discipline methods of adjusting to and cooperating while maintaining internal environment.
* Maintaining a flawless communication with the employees; ensuring timely resolution of employee grievances and harmonious working environment at all levels.
* Handling employee grievances and employee engagement activities.
* Maintaining close and professional relationships between management, employees, companies and other government officials and the local community.
* Exit formalities.

**State Street Syntel Services, Mumbai: May 2011 – June 2012**

**Designation:** **HR- Executive**

**Key Responsibilities:**

* Taking care of joining formalities for new joinees. Drafting and releasing offer letters, appointment letters and transfer letters also appraisal letters, confirmation letters.
* Coordinating with the Managers of respective Verticals, their requirements for candidates, understanding their various process and procedures, etc.
* Designing the performance management and measurement structure of the team to ensure the team performance leads to achieving the team’s KPIs and SLAs
* Conduct Employee satisfactions surveys and ensure that it is at expected levels.
* Designed a competitive incentive plan for junior and mid-level employees to ensure high levels of motivated performance.
* Developed and executed an Early Warning System (EWS) for constant monitoring of team members at a Red/Yellow/Green status level and conduct retention/counselling meetings.
* Facilitate (through multiple initiatives) and maintain high morale and teamwork resulting in high employee satisfaction.
* Conducting joining formalities for new joiners. Drafting and releasing offer letters, appointment letters, and transfer letters in addition appraisal letters and confirmation letters and Exit Formalities.
* Part of “SYNPALS” (for the employers)
* Understanding of different processes their policies and criteria’s
* Making timely reports.
* Client Interface.
* Responsible for handling second round of interview i.e., Online Aptitude Test.

**Mangalam Placements, Mumbai: Aug 2009 – May 2011**

**Designation:** **HR - Executive**

**Key Responsibilities:**

* Taking care of joining formalities for new joinees. Drafting and releasing offer letters, appointment letters and transfer letters also appraisal letters, confirmation letters.
* Managing leaves/off’s and attendance for the employees.
* Conducting preliminary telephonic interview with the candidates
* Organizing walk-in recruitment drives based on the company's current requirements.
* Maintaining personal and professional credential documentations for employees .

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|  | **Academics** |  |
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**Education**

* (PGDHRM) – 2012 (Welingkar Institute Of Management )
* Diploma In HRM(2009) (Welingkar Institute Of Management )
* M. A (Economics) (2009) (Pune University)
* B.A – Economics (2007) ( Birla College )

**Date of Birth:** 11h November 1984 | **Languages Known:** English, Hindi, Marathi and Punjabi

***~ Reference Available Upon Request ~***