

SHWETA GANDHI

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PROFESSIONAL OVERVIEW

- Seasoned Human Resource Professional with 10+ years of experience working across global banks and financial sectors, having worked in both India and New Zealand
- A CIPD-certified professional in UK Employment Laws and possessing in-depth knowledge of HR policies and regulations
- Leveraging expertise in Human Resource Management, Management, Change Management, Performance Management, Recruitment & Selection, Training & Development, Conflict Management, People Management
- Adept in managing HR processes in fast-paced and dynamic environments, whilst also developing a keen understanding of the cultural factors that impact HR practices
- Highly qualified with Double Master's degree, holding both a Master of Management Studies (MMS) and a Master of Business Administration (MBA) with a major in Human Resource Management
- Proficient in a broad range of HR functions, including talent acquisition, employee relations, performance management, and compensation and benefits
- Proven track record of success in leading HR functions and delivering results, including the implementation of HR strategies that support business growth

CORE SKILLS

- Human Resource Management
- Recruitment & Selection
- Change Management
- Performance Management
- Administration
- Conflict Management
- Training & Development
- Employee Relations
- Talent Management
- People Management
- Diversity, Equity and Inclusion
- Compliance, Legal and Risk
- Continuous Learning
- Team Management
- MS Office Suite

PROFESSIONAL EXPERIENCE

China Construction Bank (NZ) Limited, New Zealand | Human Resource Manager | Jun 2022 – Ongoing

- Managing end-to-end HR functions, including recruitment, onboarding, leave management, employee relations, health & safety, learning & development, performance management, and offboarding, and overseeing remuneration & payroll
- Developing and executing HR strategies and initiatives aligned with the organization's overall business strategy
- Formulating and implementing company policies to promote a healthy work environment and ensure compliance with regulatory requirements
- Monitoring and analyzing HR metrics such as turnover and remuneration reports, and providing regular updates to Senior Management and the Board
- Overseeing HRIS systems for recruitment, payroll, performance management, and training & development, and ensuring data accuracy and system efficiency
- Lead, support, and continuously improve the entire recruitment process, from job posting to candidate selection and onboarding.
- Identifying and assessing training needs and developing and implement training programs to enhance employees' skills and knowledge
- Establishing and enforcing operational risk processes and controls for the Admin & HR Department to ensure compliance with regulatory requirements and industry best practices
- Ensuring the overall health and safety of all staff within the organization and implementing measures to mitigate risks and maintain a safe working environment

Key Projects

- Lead Employer Accreditation project for the bank to become an accredited organisation to support expatriate staff with NZ visas.
- Spearheaded the implementation of the Employee Assistance Program (EAP) for the for the well-being of all staff within the Bank
- Managed the new staff onboarding process, including the development of vetting procedures and due diligence checks to ensure the suitability and eligibility of new hires

Achievements

- Appointed as the Risk Champion for HR Operational Risk processes and controls for the HR and Admin department

- Fostered productive relationships with line managers and support staff and gained insights into their business needs to effectively deliver HR services and support
- Collaborated with assigned schools and faculties to align organizational planning, people capability, and performance with business objectives
- Cultivated relationships with key local stakeholders and guided the business on recruitment market conditions, competitor hiring trends, and remuneration information to support talent acquisition
- Built and maintained a talent pool of qualified candidates to ensure timely and effective recruitment
- Served as the primary point of contact for managers seeking HR advisory support, and provide coaching and guidance on various people-related matters, such as employment relations, leave, recruitment, selection, performance management, remuneration, and HR policies & procedures
- Lead and supported change management projects, employee engagement initiatives, and organizational culture programs to enhance employee motivation and commitment
- Conducted research and gathered employee data to inform HR advice and decision-making, and identify areas for improvement and solutions to address HR-related challenges
- Identified opportunities to enhance processes and services through active participation and recommendations
- Provided ongoing support in the development of HR policies, procedures, and practices to ensure alignment with business objectives and regulatory requirements

- Responsible for overseeing the entire recruitment process from posting job ads on recruitment websites and contacting agencies for specialized positions to conducting initial CV screening, candidate interviews, and reference checks
- Developed effective sourcing strategies to attract qualified candidates through various channels, including job boards, social media, website, and referrals, while also optimizing the job advertising mix
- Facilitated new staff orientation, and coordinates with other departments to organize and provide training and coaching, while maintaining a training register for the entire bank
- Organized Armed Robbery Training for Retail Banking departments, and creates a training matrix for all departments
- Played a vital role in Preparing, updating, and maintaining company policies and procedures
- Generated various HR reports such as Operational Risk Management, Performance Improvement Plan (PIP), Staff Turnover, Internal Staff Survey Analysis, Compliance Opinion Reports, Risk Control Self-Assessment (RCSA) report, Internal Control Self-Assessment (ICSA) report, Annual Remuneration report, and Disclosure Statement (DS) Attestation Process
- Maintained the Performance Management System and Key Performance Indicators (KPIs) for all departments
- Managed documentation for Banking Branch Licence application to RBNZ, leads the Branch Licence application process, and collaborates with PwC and other departments for supporting documentation and application packs

Key Projects

- Spearheaded project for Building Nations Symposium-NZ Infrastructure projects from 2017 to 2020
- Successfully Managed Extensive Building Nations Symposium-NZ Infrastructure event, attended by over 750 participants from public and private sectors across New Zealand. Single handlely managed the entire process from designing to implementing and executing the Exhibition Booth

Achievements

- Represented ICBC NZ at the "One ICBC, One Family" Forum, a public presentation held at ICBC Head Office in Beijing, China, which involved participation from 45 countries
- Received the Excellent Employee award in recognition of outstanding performance in obtaining the Banking Branch License
- Devised and implemented a successful exit interview procedure within the bank, which provided valuable insights into staff expectations and feedback. The recommendations gathered through the process were instrumental in driving improvements to HR practices and overall bank operations



PRECEDING EMPLOYMENT

Timber Marketing, New Zealand | HR Development Coordinator | **Feb 2016 – Feb 2017**

University of Waikato, New Zealand | HR Administrator | **Mar 2015 – Feb 2016**

University of Mumbai, India | Lecturer | **Jan 2014 – Jan 2015**

JP Morgan Chase & Co, India | HR Assistant | **Jan 2010 – Jan 2014**



CERTIFICATIONS

- Chartered Institute of Personnel Development (CIPD) in UK Employment Law Practitioner, NZ, 2023
- Job Evaluation Certification, SP10 Strategic Pay, NZ 2021
- Mental Health101 (MH101) Certification, 6 Hours CPD, NZ, 2021
- Anti-Money Laundering (AML) Certification, Thomson Reuters, NZ, 2020, 2021 & 2022

- Management Information Systems (MIS) Certification, NIIT, India, 2007
- Attestation de Réussite (French Language) Certification Level 2, Alliance Française de Bombay, India, 2005

EDUCATION

Master of Management Studies in Human Resource Management, University of Waikato, New Zealand, 2016
Master of Business Administration in Human Resource Management, University of Wales, India, 2010
Bachelor of Commerce (Banking & Insurance), University of Mumbai, India, 2008

RESEARCH PAPER PUBLICATIONS

“Business Success and Customer Relations,” National Conference on Economic Environment and Business Sustenance, University of Mumbai, India.

Citizenship: New Zealand Citizen

Visa Status: UK Youth Mobility Migrant Scheme

Licence: New Zealand Full Drivers Licence

Language Spoken: English, Hindi, Marathi, Kannada (Fluent), Telugu, Gujarati (Basic)

Interests: Dancing (professional), Reading and Travelling

REFERENCES

References will be provided on request.