

❖ **Objective**

To use my skills and experience in best possible way for achieving organizations goals both long and short term.

Am a **HR Professional** with over 8 years of hands on experience in **Hr, Talent Acquisition, Training & Development, and Customer Service**; Have been a decisive leader maintaining high quality standards to meet challenges of this fast paced, high turn-over industry.

I have done an **Advance Program in Human Resource Management** from **IIM Lucknow** and I'm currently working as **National Head – Client Relationship Manager with I Process**.

Professional Experience

I-Process Services Pvt. Ltd. (Unit of ICICI Bank) **(Aug 2017 –May 2018)**

National Head - Business HR & Client Relationship Manager.

Key Deliverable

Team Management

- Managing a team of 14 members including 2 Manager, 2 Assistant Managers and 10 Associates
- The Team is Responsible for handling the complete HR Life Cycle of 17000 I-Process employees deputed in ICICI Bank, across 67 Products
- Heading the Team Responsible for maintaining the employee Data base/ Files

Talent Identification & Development

- Executing the Talent Management process adept with identification, rotation and capability building of segments of employees; and
- Assist in analysis of role descriptions, Setting KRA/KPI of new joiner, create individual development plans and develop a succession plan/ career plan for individual's viz-a-viz key roles in order to ensure a robust talent pipeline in the region

Human Resource Management Information System

- My Team generates reports from HRMS on regular basis for the Active Head Count, Attrition and the Gap in hiring based on which the Hiring for different locations and Product is carried out. Also, this is in turn shared with the Internal Management and Bank's Senior management.
- Team maintains MIS for Hr matters like Training and Development, PMS Recruitment Vs Attrition etc.

Employee Relations

- Identification of employee / business needs, plan initiatives in the area of communication / career management/ rewards and recognition etc.;
- Engaging with employees in the region with the objective of addressing grievances and proactively deploying solutions to avert potential grievances;

Attendance Management

- Responsible for maintaining the Attendance and Leave / Absenteeism Records of all the employees basis which the Salary is calculated

Performance Management

- Managing the yearly compensation/ benefits exercise in coordination with Business management, internal Payroll & Finance dept.
- Partner with Business in finalization of promotions and progressions. Provide them with necessary data points

HR Analytics

- Supports the Human Resource leadership team to identify business challenges and use data analysis to help influence changes to the operations, process or programs
- Utilizes technology and analytical tools to develop and analyze enterprise-wide people and other cross-functional data as needed;

ASAP Consultants - New Delhi

(Dec 2014 till Aug 2015)

Talent Acquisition Manager

Key Deliverables

- Develop recruitment strategy.
- Identify and source appropriate talent for current and future roles with clients
- Manage the recruitment process including initial assessments, interviews, and offers.
- Counsel the candidate on corporate benefits, salary, and corporate environment.

Mafoi Academy - New Delhi

(Apr 2006 till Dec 2008)

Corporate Trainer

Key Deliverables:

- Accountable for developing the content of training
- Identifying, planning and executing needs for training, performance and educational programs
- Preparing short and long-term training schedules utilizing a database for scheduling and tracking progress of participants

HCL BPO, Noida

(Feb 2002 till May 2005)

Training Coordinator + Team Supervisor + Team Member (Reporting to Manager HR and Manager Ops)

Key Deliverables:

- Undergone a Three Months Training with BT in UK and responsible for imparting the same to the counterparts in India.
- Mentoring a team of 10 associates & meeting the company objectives within the time constraint
- Arranging and carrying out Induction Program.
- Managing the new joiners from the time they are recruited till they are handed over to operations
- Responsible for preparing training schedule and tracking the progress of the participants

Wipro Spectramind, Delhi

(June 2000 till Dec 2001)

Team Member (Reporting to Team Leader)

Key Deliverables:

- Responsible for handling Technical Support functions involving resolution of hardware/ system problems for US customers of Dell Computers
- Maintaining good relations with the existing clients & prospective clients

CMC, Jamshedpur

(Mar 1997 till June 2000)

Key Deliverables:

- Accountable for handling public relation activities involving interface with media, initiatives to create awareness about courses, in line with the company objectives
- Handling office administration activities like expenses, facilities management, stationery, correspondence

❖ Academic Qualifications & Professional Certifications

- **Advance Program in HR Management** from **Indian Institute of Management, Lucknow.**
- **PGDBM** with specialization in **Industrial Relation and Personnel Management** from **Symbiosis Institute of Management Studies** in 2004
- B.A(Hons) with specialization in Sociology
- **Short course on Managing Talent** from **University of Michigan**

❖ Trainings

- Process trainings with Fidelity Investment, British Telecom, Technical Support of Dell Computers
- Accent Neutralization, Customer relationship, customer; Train the Trainer program by Mafoi

❖ Personal Information

Date of Birth:	24th April
Languages Known:	English, Hindi and Bengali
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(Pragya Saxena)