

NEHA SHARMA

D1002 Today Homes, Ridge Residency Sector 135 NOIDA 201304 | C: 9810967511 | neha81sharma@gmail.com

Career Focus: *Empowering Business Success with extraordinary HR*

Professional Value Offered

A seasoned HR professional, skilled in handling small to a large workforce, maintaining a peaceful & amicable work environment and culture, initiating measures for the benefit of people in the organization. Excellent Managerial & Communication skills with exposure to all areas of Generalist and Business Partner roles. Highly organized professional with the ability to handle complex tasks/situations by relating to people across all hierarchical levels in the organization.

Associated as a **Senior Manager - HR** with **Pine Labs Private Limited, Noida** in the previous assignment.

A competent HR Business Partner and Organizational Development proficient for business plans and aligning business activities to the vision & strategy of the organization, improving internal & external communications and monitoring organization performance against strategic goals. Having experience in handling a wavelength of managing 300 to 2000+ employees strengths and managing and leading a maximum team of 4 members.

1. Believe in building a friendly and progressive environment within the organization which ultimately leads to employees and organization growth.
2. Core focus on Employee Satisfaction & Motivation aligning with Business Expectations.
3. Deft for working in the fast-paced environment and Delivering **Results**.

Highlights

Acted as a single point of the contact for employees, managers & management for HR Business Partnering.

Proactive in delivering of HR Processes.

Managed complex and difficult HR Projects cross-functionally.

Headed a team for internal and external communication from the people perspective

Built a strong business relationship with the internal business and employees

Actively identified gaps propose and implement changes necessary to cover risks

Facilitated the management team to bring the best solutions for employees

Acted as the performance improvement driver and provoked positive changes for employees and business

Designed and maintain organization vitality charts as the performance of the business unit improvement

Designed succession plans for key talents

Responsible to develop **HR team members**, as they can become successful HR Business Partners

OD Intervention:

Attribute to BU development using identified interventions

HR Process Automation:

Identify scope towards automating existing work process and own up through the implementation of the same

Employee Engagement & Relationship management:

Ensure employee relations and employee engagement at Noida Office

Training - Employee Development:

Initiate and Implement Training mechanisms to help develop workforce at Noida Office

HR Data Management:

Maintain all relevant data in a structured manner

HR Policies:

Own up the organizational policies

HR Audit:

Manage HR audits for Noida Centre

Relationship and Team Management across HR:

Own up synergy across HR sub-functions and support group

Educational Qualifications

- **Post Graduate Management Program in Business Administration** in HR (2004), from IMT Ghaziabad – Distance Learning – 2004
- **Post Graduate Diploma in Travel & Tourism** from Ministry of Delhi Tourism, Government of India - 2003
- **BA (Pass)**, Dayal Singh College, Delhi University - 2002

Professional Experience

Tenure	Name of the Organization	Designation	Role	Team Size
Mar 2017 – Oct 2017	Pine Labs Pvt. Ltd	Senior Manager – HR	Leading HR Operations & HRBP	4
Sept 2011 – Dec 2016	LiveCareer India Pvt. Ltd (Now BOLD Technology Systems)	Manager - HR	Leading HR Operations & HRBP	3
Apr 2011 – Sept 2011	Hindware Home Retail Pvt. Ltd - EVOK	Manager - HR	Leading the Entire Employee Experience Portfolio	3
Mar 2006 – Dec 2009	SSIPL Retail Ltd	Manager - HR	Leading the Entire Employee Experience Portfolio	4

Key Deliverables

Stakeholder Management

- Manage expectations of stakeholders
- Experience in dealing with multiple stakeholders and personalities
- Ensure that the information system is put in place to meet the information requirements of all stakeholders
- Coordinate effective communication among teams and stakeholders
- Alignment of BU with HR Business Strategies

Organisational Development

- Responsible for managing end to end employee life cycle for the organization.
- HR Surveys & Employee Interface Surveys. Organization development of Interventions on ESS (Employee Satisfaction/Pulse Survey)
- Working on Survey's and strategizing the progress path through Industry Mapping & Best practices survey
- Orientation/ Induction, All Hand Meetings, Employee Engagement, Long Service Recognitions, Employee relations/communications, Performance Management, HR Policies & Processes, Employee Surveys, Rewards & Recognition, Culture, Diversity & Inclusion.
- Planning and conducting on boarding's to foster positive attitude toward company objectives
- Provide current and prospective employees with information about policies, job duties, working conditions, and opportunities for promotion and employee benefits
- Employee's participation through suggestions.

- Administer compensation, benefits, and performance management systems, and recreation programs
- Initiating performance appraisal for all the positions
- Managing smooth Exit process in terms of completion of the full and final settlements for employees
- Conducting Terminations /Exit Processes document findings and cycle it back for process betterment and thus help in maximizing retention
- Lead HR Automation initiatives with US counterparts and build HR tools to enhance process efficiencies
- Operating HRIS for the HR Lifecycle and work towards maximum HR automation.

Performance Management system

- Introduced the Performance Management Process to LiveCareer (ATP -Achieving Together Process)
- Performing the appraisal process as per the PMS Guidelines.
- Implemented PIP (Performance Improvement Plan) exercise on the basis of KRA's and identify training needs with the help of a training manager and thereby initiating increments and promotions.
- Assist in designing & implementing performance management policies & process including promotion criteria's, assessment procedures & increments based on performance.
- Track on half yearly Employee Performance on a pan India basis
- Involvement in sales review. A working way forward on the noted observation and necessary action required for scaling up the performance of sales employees.
- Conducting Sessions for Performance appraisal and goal setting exercise.
- An orientation of employees to the Appraisal process, Setting of Key Result Areas & performance metrics.
- Preparation of increment and payouts for Half yearly and Annual Increments.

HR Audit and Compliance

- Responsible for Pan India Internal HR Audit to ensure proper compliance
- Responsible for checklist, documentation, and presentation for successful completion of HR Audit
- Dealing with government authorities' i.e PF, ESI, Pollution department, Fire Dept, License etc.

Integration & Acquisition

- Managing the HR critical work stream activity for mergers and acquisitions.
- Synthesize and present HR due diligence reports and recommendations. Quantify major areas of HR risk and opportunities.
- Plan and manage the HR aspects of the integration & acquisition
- Partner with a global cross-functional HR team to develop integration and execution plans aligned with transitioning or integrating into the HR organization and HR processes
- Smooth Onboarding of all members during acquisition

Learning & Development

- Executing the Training Calendar on a Quarterly basis.
- Training Need Identification and execution as per the Calendar.
- Instrumental for the various training programme on Leadership Skills, Behavioural Skills & Soft Skills etc.
- Trainer for the concept of "Small Workshops" for employees to enhance their skills into activities like: "Email Etiquettes", "Grooming Etiquettes", "Workplace Essentials" etc.
- Aligning Business Requirements with People Development Needs
- Organized Managerial Training across the company from Franklin Covey
- Responsible for training need analysis for employees
- Mapping employee KRA's with Development Needs and execution before next employee review
- Organized various in-house and external training
- Involved in pre and post-training exercises
- Introduced "Tech Friday" technical programs in-house and involved internal trainer's
- Managed training feedback surveys and analysis to improve shortcomings

Compensation & Payroll

- Actively involved in attendance monitoring, leaves updation in payrolls software for all employees and forwarding collated data to Accounts team for salary processing.
- Leave Management & handling queries related to salary.
- Taking care of transfers and updating the organizational hierarchy.
- Leading, mentoring, training & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & team target
- Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members.
- Designing compensation strategy according to the survey.

Reward & Recognition

- Driving the R & R plan and execution of the same through an automated system.
- Driving R & R activities such as Long Service Recognition completion Award, Spot Award, Team of the Quarter, Team of the Month and various Annual Awards etc.

Employee Policies, Communication & Engagement

- Driving and executing the Communication plan
- Employee engagement best practices like Celebration, Sports, Wellness, and other awareness programs, aimed at enhancing the sense of bonding and oneness amongst the employees.
- Introduced various employee motivations programs through committee
- Introduced CSR to Pine Labs
- Introduced the coach and protégé concept to Pine Labs
- Conducted Skip Level, Connect Sessions, and Open Houses
- Responsible for Monthly Managers Connect
- Introduced and Formulated Fun Gang (Employee Engagement Committee) for organizing fun events within the company and creating a work-life balance
- Conducted Weekly/Monthly Birthday Bashes for the company with Personalized Birthday Gifts
- Single Point Responsibility to keep employee spirits high within the company
- Serve as a link between management and employees by handling questions and helping resolve work-related problems and grievances.
- Managed Team Outings concept
- Introduced "Thank you" and "Well Done" Cards and stickers
- Executed "Thank God it's Monday" to Pine Labs which was a 10 Minute Flash Mob every Monday
- Managed Corporate Induction Kits and Corporate Gifting

HR Operations and Automation

- Leave management with HRIS
- Designing, Formulating & implementation of HR policies & procedures as per the Industry Benchmarking.
- Automation of the HR process
- System automated report for Employee Database, and Exit.
- Design and development of ESS (Employee Self Service Portal)

Talent Acquisition & Talent Management

- Developing the appropriate recruitment model to optimize available resources and ensure appropriate fit outs of the employees by way of multi-tasking.
- Coordinate with Business Head to establish the annual recruitment plans
- Getting the new employee on board and taking care of all joining formalities and orientation process, making the new employee adjusted and adapted to the new system.
- Implemented policies for Pre-& Post-employment verification process to ensure qualitative hiring and streamlined induction process.
- Induction programs for new recruits across the levels which includes On a roll, Contract, and employees on retainer ship basis.

- Database management through In-House HRIS System as well as modification for the same for better use of the system.

MIS Reporting / Budgeting

- Dashboard preparation including all activities of HR for the month.
- Budget preparation and monthly submission of the budget.

Exit Management

- Conduct Exit interview
- Attrition Analysis

Notable Achievements

- Promoted to take the Corporate HR role from the divisional role within a span of a year with SSIPL Retail.
- Achieved Appreciation letter from Live Career at the time of separation.
- Certified **Thomas Assessment** Psychometric Profiling Professional
- Implemented 1 HRIS system for Pine Labs for HR Automation for the Noida Centre
- Implemented 2 HRIS systems for Live Career (BOLD) single-handedly.
- Worked with US counterparts for HR Automation for the Noida Centre
- **Executed and Attended Training** - Franklin Covey- 7 Habits of Effective Manager's, Excel Training, Communication Skills, and Time Management.
- Valid **10 years - B1 Visa** Holder
- Successfully completed Training on Sexual Harassment through Vishakha Guidelines