

- A dedicated process-oriented HR Professional with 16 years of experience in HR & Administration Profile having experience in service delivery model, recruitment, policies formulation & implementation, performance & appraisal management, HR Budgeting, regulatory & compliance procedures, vendor management with experience in delivery of transition activities. The role involves strategic and tactical planning for day-to-day execution of transition, with management of administrative and operational issues.
- Got numerous work recognition and appreciation in the current and previous organizations.

Key Skills

Workforce Management	Human Resources Business Partner	Recruitment
Benefits Administration	Onboarding/Offboarding	Performance Management
Policy formulation & Implementation	HRIS	Sub-Contract Management
Compensation Management	HR Audit	Grievance Handling

Training & Academics

- ✓ PG in HR Management from XLRI
- ✓ Master's in business administration (MBA) - HR
- ✓ Underwent Six Sigma Green Belt Training (Project Under Process), Yellow Belt Certified
- ✓ Honours Diploma in Computing from NIIT.
- ✓ Underwent Professional Trainings on: Situational Leadership, Data Trends & Analysis, Finance for Non-Finance, Crucial Conversations, Advanced Microsoft Skills, E- Mail and Social Etiquettes, Time Management Skills, Business of Telecom. etc.
- ✓ Proficient in MS Office, Oracle applications, Peoplesoft, Internet Applications & ERP Modules

Professional Experience

Indus Towers Limited — Gurgaon (Corporate office) Dec'11 to Present
Manager - Human Resources

Managing the HR Operations function for Indus Towers Limited. Responsible for Managing & Monitoring off Roll manpower and Direct Consultants (1700+). Responsible for Policy monitoring and formulation for On-Roll employees (2600+).

Major Job responsibilities: -

- **Business Partner:** Creating strong collaborative working relationship and ensure cost effective / profitable operation by providing HR services to business as Business Partner i.e. staffing & workforce planning, Budgeting. Creation of Various presentation updates for CHRO & CEO e.g.: HR Dash-board (Weekly updates, Monthly/Quarterly reviews, Cross functional Exit interview, Online Training effectiveness analysis etc.
- **People Policies:** Point of Contact in the organisation for employee queries on people policies, processes and various benefit programs. Monitoring and update of HR Policies and Processes for On-Roll and Off-Roll manpower. Monitor and Communication on the changes in People Policy as per the organisational strategies and statutory requirements to the management.
- **Employee Engagement:** Formulation of Organisational compliance and policy awareness camps/training for all the employees on Business Ethics and Code of Conduct. Formulation and implementation of the employee welfare policies & employee grievance redressal system for ensuring higher employee engagement. Maintaining flawless communication with employees and ensure timely resolution of

employee grievances to maintain a good working environment at all levels. Regular interaction with managers to resolve interpersonal conflicts as may arise in the team. Guide and update employees and respective managers as and when required on people or policy related matters.

- **HRMS & Employee Records:** Responsible for HRMS for on-roll & off-roll and regular reporting of the same to the Management. Custodian of employee records / database in soft copy & Employee Personal Files. Updation of employee records in the HRMS and responsible for updating employee records in the physical copies. Handling the HR Automation Process wherever it requires.
- **Process Orientation:** Leading Process Excellence from the HR department. Functioned as Management Champion for implementation of various lean projects & process improvements. Organisation is preparing for the prestigious Deming Award which is known for the excellence in the Organisation policies and processes)
- **Statutory Compliance:** Overview of Compliance Management and Contract Management for HR department and handling all Compliance Audits in HR. Assures compliance with Service Level Agreements (SLAs) and monitors compliance with contractual provisions in partnership with executive management.
- **Client relationship Management:** Meet regularly with business partners to discuss people related matters issues and initiatives, provide business partners with regular updates on planned activity. Advise people managers on employee implications on business decision and employee relations matters, and act as coach to the leadership.
- **Performance Management & Rewards:** Provide required inputs to the Rewards team for and take part in the appraisal committee meetings.
- **Managing Off-roll workforce:**
Responsible for Control & Monitoring of off-Roll manpower and Direct Consultants (1700+)
 - Monitoring the Recruitment & Selection of Technical & Non- Technical Staff
 - Contract Renewals
 - Grievance Handling
 - Performance Appraisal (Start of Process to Appraisal Letters)
 - Policy Updation
 - Statutory Audit (Payroll, Compliance)
 - Welfare and engagement

Qualcomm India Pvt. Ltd. – New Delhi (A unit of Qualcomm Inc.)

Oct'05 to Nov'11

Office Administrator

Major Job responsibilities: -

- Responsible for Managing North India office located at New Delhi for Qualcomm Inc.
- SPOC for all the initiatives of Administration & HR for North India.
- Office management, stationary, cafeteria, facility & security management.
- Interaction with the local vendors for the office needs.
- Hotel rate negotiations contracts negotiation on behalf of company at North India.
- Continuous Interaction with internal heads of HR, Security, Facilities, Finance & other departments for required support to run North office smoothly.
- Managing the CSR activity for North which included getting the funding and regular Interaction with the Internal Corporate Social Responsibility team and interaction with local NGOs as part of CSR activity. Organise events and take part in the CSR activity as well.
- Regular Interaction with Lead Telecom and Statutory Industry Bodies.
- Management and execution of logistics for guest visitors Global Chairman, CEO, President, CTO that Safety, Facility and Meeting logistics. Which required interaction with ministries and embassies.

Technocrat Mfrs I Pvt Ltd — New Delhi
Manager – HR & Administration

Jun'01 to Oct'05

Major Job responsibilities: -

- Recruitment & Selection of Technical & Non- Technical Staff as per Staffing Plan requirements.
- Leading the Industrial Relations issues, Compliance Management, Contract Management
- Leading all Employee Engagement functions & Employee Retention strategy.
- Formulation and implementation of the staffing plan & recruitment policy.
- Formulation of Organisational compliance policy and employee service rules / code of conduct.
- Formulation and implementation of the employee welfare policies & employee grievance redressal system for ensuring higher Employee engagement.
- Responsible for HR & IR report within & outside organisation.
- Conducted of Performance Management process for employees.
- Maintaining flawless communication with employees and ensure timely resolution of employee grievances to maintain harmonious working environment at all levels.

NIIT Computer Centre
Assistant Manager - Admin

Aug'00 to Apr'01

Major Job responsibilities: -

- Responsible for Learning Centre Management.
- Petty cash / Bank Reconciliation.
- Typing workplace documents, including letters and reports
- Processing incoming and outgoing mail
- Creating and maintaining computer records, paper files
- Monitoring stock levels and ordering supplies as required
- Performing basic bookkeeping duties
- Booking meetings, seminars, and conferences, and organizing catering for them