

NILOTPAL GOSWAMI

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SHRM-SCP (Senior Certified Professional, Feb'2020) | Senior Manager, Regional HR Business Partner Head, OYO (Jan'19 – Now)
Category HR Business Partner, Flipkart India, including international HR responsibilities of Flipkart, China Team (Feb'16 - Jan'19)
Plant HR Business Partner, Reliance Industries Limited (Jun'14 - Jan'16) | Quality Assurance, Maruti Suzuki (Aug'09 - May'12)
MBA (Human Resource Management) (2012-14), XLRI Jamshedpur | B. Tech (Mechanical Engineering), NIT Jamshedpur (2005-09)
Student Exchange (Erasmus), Muenster University, Germany (2013)

Key Skills

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| • HR Business Partnering | • Organizational Development | • Competency Framework Development |
| • Performance/ Talent Management | • Workforce Planning | • Succession Planning |
| • Employee Relations | • Change Management | • Team Management |

Professional Work Experience (8.7 years)

| OYO Self-Operated (Feb'20-Now) | Senior Manager, Regional HR Business Partner Head (South India) for Self-Operated Portfolio | Bangalore |
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| | Managing a team of 3 HRBPs 350 onroll employees and 750+ offroll employees | |
| Employee Engagement/ Communication | <ul style="list-style-type: none">• Drive and participate in daily 1:1 connects/ FGDs with employees during the lockdown• Drive weekly recognition of top performers via mails/ video calls during the lockdown• Conduct fortnightly HR connects with the regional leaders to discuss the HR agenda• Arrange cross-functional online peer-to-peer trainings for upskilling employees | |
| Business Continuity | <ul style="list-style-type: none">• Driving adoption of digital platforms for work by employees• Support field teams in ensuring they can move to properties and work during the lockdown period | |
| Talent Management | <ul style="list-style-type: none">• Work with the regional heads in realigning employees to new roles during the business restructuring exercise• Work with Regional Heads to identify top talent for leadership development programs• Initiate and drive Career Conversations and Individual Development Plans in the region through managers | |
| Performance Management | <ul style="list-style-type: none">• National POC for driving the annual appraisal process for our field staff• Handle performance concerns and coach employees on PIP on improving performance | |

| OYO LIFE (Jan'19-Jan'20) | Senior Manager, Regional HR Business Partner Head (South & West India) | Bangalore |
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| | Managing a team of 3 (2 HRBPs and 1 HR Admin) 380 onroll employees and 300 offroll employees across Bangalore, Hyderabad, Chennai, Mumbai, Pune | |
| Workforce Planning | <ul style="list-style-type: none">• Monthly tracking of business metrics to monitor and keep in track monthly hiring targets• Work closely with Talent Acquisition team to track and deliver monthly hiring targets | |
| Induction & Onboarding | <ul style="list-style-type: none">• Have Scaled South & West teams from 80 in Jan'19 to 380+ by Dec'19• Initiated and conducted OYO LIFE Induction Programs (Classroom sessions and field visits)• 30-day 1:1 call and 30-day City Head connect with new joiners to control early attrition | |
| Employee Engagement/ Communication/ Counselling | <ul style="list-style-type: none">• City Visits/ Employee Connects during city visits (at least 2 city visits per month)• Fortnightly tracking of Employee NPS scores through Amber (AI-based Virtual Assistant tool)• Basis Amber scores, 1:1 Connect with employees with low eNPS scores to deep-dive• Part of Task-Force to have exit conversations with laid-off employees in Jan'2020 | |
| Reward & Recognition (RnR) | <ul style="list-style-type: none">• Conduction of monthly townhalls in all cities for org updates• Drive RnR during townhalls (for onroll and offroll employees)• Build the culture of regular, non-monetary recognition/ kudos through the XOXODAY platform | |
| Performance Management System | <ul style="list-style-type: none">• Monthly tracking of employee performance with managers and taking necessary actions• Counsel managers and City Heads on ways to handle performance related situations and exit non-performers• Ensure proper communication and conduct training sessions about the PMS process• Drive self-review, manager review, ratings and hike calibration, and promotions for my region | |
| Employee Relations | <ul style="list-style-type: none">• Conduct investigations in case of escalations in the region• Gather necessary data, analyse and make recommendations accordingly• Follow-up and closure of open Background Verification cases | |
| Learning & Development | <ul style="list-style-type: none">• Identify training needs of teams along with L&D team• Plan the L&D Agenda for South and West cities along and track coverage | |

Executed Projects

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| Campus Hiring: Hire 30 positions from campus | <ul style="list-style-type: none">• Reached out to 13 campuses over 2.5 months in Bangalore, Hyderabad, Chennai and Pune• Prepared the campus hiring plan and ensured participation of hiring managers for these drives• Was able to roll out 33 offers through the campus channel |
| Manager Playbook | <ul style="list-style-type: none">• Started a series of infographics on educating managers about basic processes• Covered topics like Exit Management, Leave Management, Absconding Management, Probation Management |
| Peer-to-peer Knowledge Sharing Sessions | <ul style="list-style-type: none">• Started a peer-to-peer knowledge sharing segment called YOpreneur to YOpreneur (O2O)• Running successfully across cities with high traction |

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| Flipkart (Feb'16-Jan'19) | Category HR Business Partner Electronics (Business Development, Merchandising, Operations/Planning Teams for Inward Logistics) Bangalore Private Labels (Sourcing, Quality, Brand Management, After-Sales/ Warranty Teams) | |
| Employee Engagement | <ul style="list-style-type: none">Communicate Employee Engagement survey results to leaders and prepare engagement planRegular FGDs, 1:1s with teams to keep tab on employee pulseOwn and Implement the Reward & Recognition Framework for the Business Unit | |
| Performance Management System | <ul style="list-style-type: none">Ensure proper communication and conduct training sessions about the PMS processConduct super-category level calibration sessions to ensure bell curve fitment as per guidelinesDrive promotion discussions and compensation planning for the Business Units | |
| AOP (Annual Operating Plan) | <ul style="list-style-type: none">Co-ordinate with HR Systems Team to get the headcount data correct on SuccessFactors, our employee portalWork closely with business finance, business and HR leadership to prepare the AOP Plan for a financial year | |
| International HR Responsibilities | <ul style="list-style-type: none">Worked closely with Legal, Finance, Facilities and Recruitment teams to set up the Private Label China Office in Shenzhen, Guangdong ProvinceHR Policies formation and implementation for the China office employees, along with the Rewards team | |
| Org Design | <ul style="list-style-type: none">Worked with business heads on design principles for the Categories basis number of categories and verticalsPrepared an org structure with reduced no. of layers and increased span while monitoring Salary as % of GMV | |
| Talent Engagement | <ul style="list-style-type: none">Working with BU heads to identify top talent in the Business UnitEnsuring creation and communication of Individual Development Plans for top talentFrequent connect/ 1:1s with the top talent and nominating them for development programs | |
| Change Management | <ul style="list-style-type: none">Prepare and execute a communication and engagement plan(including townhalls/FGDs) during any Org changeEnsure minimal disruption and smooth handover/ takeover during such leadership change | |
| Learning & Development | <ul style="list-style-type: none">Conduct Training-Need-Identification for the Business Units, along with the L&D teamRoll-out training programs basis identified training needs | |
| Contract Resource Management for Categories | <ul style="list-style-type: none">Lead the governance of 120 contract resource management for the category business teamsCo-ordinate with finance and contract agencies for validation of accruals and actuals every monthCo-ordinate with contract HR to handle day-to-day issues (performance, absconding, internal movements) | |
| Summer Intern Program Management | <ul style="list-style-type: none">Conducted onboarding sessions for interns with their mentors/buddies in the CategoriesAssisted the Campus TA team in gathering feedback (mid-term and final) of the Interns from their mentorsArranged a leadership session for the Interns with the Category leadership | |
| Executed Projects | | |
| New Hire Onboarding: Design the New Hire Onboarding Program for new joinees (“Instant Karma” Recognition Awardee) | | |
| Activities | <ul style="list-style-type: none">Training Need Identification for New Joinees through various Focussed Group DiscussionsDesign the Onboarding Program and identify trainers who could take these training sessions | |
| Competency Framework: Design and implement a Competency Framework for the Category Management Function | | |
| Activities | <ul style="list-style-type: none">Worked closely with team heads to define key competencies and behavioral indicators across proficiency levelsPartnered with L&D and Internal Comms to communicate, train and socialize the competency framework | |

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| Reliance Industries Limited(June'14-Jan'16) | | Plant HR Business Partner, Polymer & Utilities (230 White Collar and 450 Blue Collar Employees) Nagothane, Maharashtra |
| Workforce Planning | <ul style="list-style-type: none"> Handle end-to-end recruitment process for job openings in the Business Units Proactive identification of superannuating employees a year in advance and initiation of replacement hiring | |
| Performance Management System | <ul style="list-style-type: none"> Ensure proper communication and conduct training sessions about the Goal Setting process Conduct Mid-Year and Year-End Annual Review and ensure completion as per timelines Conduct Calibration discussions and consolidate ratings at a site-level | |
| Talent Management/ Organization Development | Emerging Leaders Program, Career Acceleration Program (Mid-Level) | |
| | <ul style="list-style-type: none"> Execute the evaluation process at Site and ensure special projects/ stretch goals for selected employees | |
| | Coaching (Senior Level): <ul style="list-style-type: none"> Ensure conduction of instruments (MBTI, 360 feedback) for preparation of Personality Development Plans Annual Talent Review/ Succession Planning (Senior Level) Facilitating Career Conversations & Calibration to develop a Potential Vs Performance 9-Box matrix | |
| Change Management | <ul style="list-style-type: none"> Front-end HR Transformation process at site while implementing British Petroleum's best HR practices Prepare a communication plan for the roll-out and conduct quizzes, awareness sessions and awareness events | |
| Exit Management | <ul style="list-style-type: none"> Conduction of exit interviews with candidates Attrition analysis to identify major reasons for attrition and prepare action plans | |
| Employee Engagement | <ul style="list-style-type: none"> Organize/Participate in various plant communication meetings/Town halls etc. Driving Employee Engagement Surveys, communication of survey results and action planning | |

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| Mahindra Group Management Cadre (GMC, Intern) (Apr'13 to Jun'13) | Auto and Farm Sector, Mumbai |
| Project: Design an Assessment Center for Evaluating Employees for promotion: Operational to Managerial Level | |

| Maruti Suzuki (Aug'2009-May'2012) | | Assistant Manager, Quality Assurance | Gurgaon |
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| Responsibilities | <ul style="list-style-type: none"> Part of Cross-Functional Teams for development testing of new models before launch Collaborated with Plant Quality and Market Quality team to identify design improvement points | | |
| Achievements | <ul style="list-style-type: none"> Special Achievement Award at <i>Engineering Conclave</i> in the field of R&D Capability Upgradation (2011) <ul style="list-style-type: none"> Initiated a rotational training program for members of the entire division for skill upgradation Best Performer, Production Division (2009) <ul style="list-style-type: none"> Increased the efficiency of a machining process by eliminating wastages using time-motion study | | |
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Education

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| MBA (HR) | 5.67/8 | XLRI | XLRI | 2012-14 |
| B.Tech (Mechanical) | 8.54/10 | NIT Jamshedpur | NIT Jamshedpur | 2005-09 |
| Class XII (AISSCE) | 87.60% | Army Public School, Guwahati, Assam | CBSE | 2005 |
| Class X(HSLCE) | 83.33% | Christ Jyoti School, Nagaon, Assam | SEBA, Assam | 2003 |

International Experience

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| Muenster University, Germany | • Student Exchange (Erasmus): Among 10 HRM students selected for the International program | 2013 |
| | • Awarded a Scholarship of 1200 Euros by DAAD , Germany for the exchange program for 3 months | |

Extra-Curricular Achievements

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| Music | <ul style="list-style-type: none"> Visharad (5 years degree) in Tabla under Lucknow Bhatkhande Board | | | |
| Sports | <ul style="list-style-type: none"> Represented NIT Jamshedpur and XLRI at inter-college cricket competitions | | | |