

Indu Parmar

Mobile: +91-9650797257 | **Email:** indu.parmar@gmail.com

PROFESSIONAL SUMMARY

- A Human Resources Professional with over 6+ years of experience in roles of HR Business Partner, HR Process Transformation & Operations, and Talent Development in Individual Contributor as well as Managerial positions
- Strengths includes passion for work and attitude to strive for excellence to support career growth, its aspirations

PROFESSIONAL EXPERIENCE

HR Business Partner

Responsible for leading and driving implementation of the HR processes & policies for the assigned business line and contribute to achievement of delivery goals in compliance with the policies of HCL Technologies

Key Areas of Responsibilities (Employee Life Cycle wise)

- 1) Plan stage – Responsible for workforce planning and requisition management for demand & fulfillment
- 2) Join stage – Responsible for on-boarding specific to business line; Support in analysis of new joiner survey outcomes and take corrective actions
- 3) Learn Stage – Supports for Training needs identification, training delivery and its effectiveness measurement
- 4) Deploy stage – Responsible for workforce administration (deployment, rotations) and mobility of expats
- 5) Perform Stage – Responsible for compensation planning & administration, and performance management
- 6) Engage Stage – Responsible for employee engagement & communication, feedback survey execution, workforce administration (attrition control, exit management, grievance mechanism, query resolution), benefits – planning & administration
- 7) Grow Stage – Supports for Career & Talent management by career planning and talent reviews
- 8) Strategic Initiatives – Identify special initiatives across all areas of Employee Life Cycle specific to Business Line / Account Requirements. Supporting the business line with piloting new initiatives and incubating the same
- 9) Workforce analytics – Responsible for driving MIS Requirements and establish Reporting Process for improved Business Conduct

Accomplishments

- Responsible for end to end performance management and compensation administration for ~2600 employees including annual, anniversary appraisals
- Single handedly managed the workforce analytics for business unit of ~5800 employees with Net Impact reporting on Headcount, Attrition, and Cost Walk through. Conceptualized and developed business unit specific dashboards and review decks for CHRO
- Conceptualizing and implementation of Strategic initiatives related to Retention, Career Planning, Talent Development for ~5800 employees
- Sub-business unit of 600+ handled with ~11.5% attrition rate with 25% attritions reversals achieved

Sr. Specialist – HR Process Transformation & Operations

Responsible for providing operational support to the Centers of Excellence in design & governance of key HR Processes

Key Areas of Responsibilities

- 1) **Accountable/Responsible for Workflow Management of Employee Life Cycle Applications for Time Attendance/Shift tracking/Leave, Exit/Exit Interviews and Query resolution** through internal tool called “Smart Service Desk” pertaining to Program First covering aspects of Career, Performance, Rewards, Talent for overall organization **with team of 6 members**
- 2) **Responsible for Compensation finalization towards Mobility of** Expats to America region supported by one team member by creating Salary fitment letters and supporting Business Partners for exception handling
- 3) **Responsible for Compensation Administration**
 - a. **Accountable for Global Payroll processing supported by 2 team members. Responsible for** audits of payroll inputs for additional payments and deductions over and above compensation for Offshore/Onsite
 - b. **Facilitation of Letter release process** for Offshore Delivery employees - Annual, Interim, Confirmation, Batch, First Time Returnees, Intra Company Transfer, Restructuring, Alignment Letters and OREC Letters
- 4) **Responsible for providing automation solutions** for areas in workforce administration for Employee Life Cycle applications, and compensation administration
- 5) **Team management**, responsible for setting objective goals and evaluating performance of team members on a periodic basis. Provide regular feedback and opportunities for development to team members

Accomplishments

- Automations implemented which saved ~125 days efforts with projected cost savings of ~81 K USD
- ~95% query resolution within SLA with ~2% escalation rates with ~98% first time resolution provided
- Payroll audits of ~37 K inputs worth INR 34 crores for Offshore India based payouts and ~14 K inputs worth 17 Million USD for Onsite based payouts with overall accuracy of 99.6%
- Mentoring of 8 team members primarily with 0-2 years experience

Specialist – HR Feedback Survey

Responsible for co-creating, managing and driving the assessment for identifying employee passion drivers with Employee Passion Indicative Count (EPIC) assessment

Key Areas of Responsibilities

- 1) **Co-designed and conducted EPIC assessment survey** to identify passion drivers across the organization
- 2) **Creating awareness and increasing participation** of employees in the survey by conducting meetings, floor walks for educating and popularizing program; Identifying Role models for effective execution across business lines by providing support and recognizing them for their efforts; and Review overall plan and execution of program region wise

- 3) **Collate data, analyze with management dashboard and recommend action plan** through post interventions such as facilitating & coordinating EPIC Workshops on “Creating a Passionate Team” and Post EPIC Effectiveness Tracker as part of its development interventions

Accomplishments

- Participation of ~51 K employees in assessment survey through focused communication for ~81 K and individually covering 3 K+ employees through floor walks across NCR office locations
- Managing EPIC post interventions i.e. facilitating EPIC Workshops on “Creating a Passionate Team” covering 1172 Managers in Middle management/Top management
- Successfully conceptualizing, designing and executing Most Passionate HCL Manager on MEME (internal social network platform) having 1457 members

AWARDS

O2 Award’15, HCL Technologies

Dec’15

For being rated outstanding performers consecutively in FY 14 and FY 15

Center Stage Award in Live Wire category, HCL Technologies

Jul’15

Center Stage is an initiative to reward and recognize exemplary performance across enabling functions. This award received for conceptualizing & implementing numerous strategic initiatives and streamlining the data reporting for business line.

EDUCATION / PROFESSIONAL DEVELOPMENT

Certification in Management Consulting, CDC, Govt. of India	2011
AHBAP certification for business analysis, HCL	2011
Master in Computer Application, GGSIP University, New Delhi	2005-2008
Bachelor in Computer Application, GGSIP University, New Delhi	2002-2005

PERSONAL INFORMATION

Date of Birth: 07 November 1984

Marital Status: Married

Address: H.No-810, Street No.-5, Main Sagar Pur, New Delhi – 110046