

Zeba Khan

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#2140/1, Sector 45-C, Chandigarh

PROFESSIONAL SYNOPSIS

- **Human Resource professional with more than 12 years of experience in a Generalist HR role in ITES / Consumer Durable/Retail Organisations**
 - **Masters of Business Administration** from SPCJ Institute (Dr. B.R. Ambedkar University, Agra,). Specialisation in Human Resources
 - An effective communicator with strong communication and presentation skills
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Company: Titan Company Ltd

Feb 2008 – Mar 2015

Manager-Human Resources

HR Business partner for North for the Business Units- Tanishq, Watch and the Eyewear Division

Key Deliverables

Talent Acquisition & Development

- Prepared & Executed the Manpower Plan made in the beginning of the financial year in consultation of the respective Business heads
- Sourced the candidates through various recruitment channels-IJPs, external agencies, Employee referrals ,Job Portals etc
- Completed the entire recruitment cycle as per the give TAT
- Rigorous background checks -police verification, reference checks.
- Ascertained candidate fitment through aptitude/psychometric tests/Thomas profiling as &when required
- On-boarding of new Recruits
- Induction and Orientation of new Joinees

Employee Engagement

- Rolled out and streamlined various Reward & Recognition initiatives at the regional levelling across various functions
- Facilitated periodic Open house sessions between the employees and the Business Heads

Responsible for the entire employee Life cycle from entry to exit

Performance Appraisal

- Ensured a fair appraisal by being a part of the appraisal discussion and acting as a mediator wherever required
- Timely completion of the offline as well as the online appraisal process
- Training Need Identification at the end of the appraisal process

Statutory Compliances

- Ensured statutory compliance in the form of the maintenance of the required licenses and registers, payment of double wages as and when required

Employee Outsourcing

- On time salary processing of employees on agency roles
- Liaisoning with the concerned Manpower Agency and redressal of employee concerns
- Periodic assessment for conversion to company payrolls

Learning & Development

- Rolled out training programs based on the training needs identified at the end of the appraisal process and periodically shared by the business heads of various verticals
- Executed training programs rolled out by the Corporate office at the regional level

Franchisee Management

- Provided recruitment support to the franchisees as and when required
- Facilitating training programs for the franchisee employees

- Member of the POSH committee and the Internal Complaints Committee
- Completed a two-day training on Thomas International Personal Profile Analysis “Familiarisation” training in Bangalore in 2008

Achievements:

- Addressed the organisational change that took place in 2012, by planning and executing a comprehensive Training Program towards the alignment and integration of the Regional business heads towards a unified business goal-**This was later replicated in other regions as well**
- Made the HR policies and frequently required formats readily available to the sales team posted in upcountry locations through an online platform
- Initiated a forum for sharing of best practices amongst the various business formats of the watch division
- Compiled and created a comprehensive Induction module for the new recruits
- Cost Effective Recruitment across various verticals

Salora International Ltd.

January 2006 till February 2008

Manager-Human Resources

- Formulation & Implementation of HR policies & processes
- Performance Management
- Periodic review of policies and processes.
- Recruitment across all levels
- Employee Relations
- Training Needs Identification
- HR Branding Initiatives.
- MIS
- Induction & Orientation of New Employees
- Exit Interviews

Achievements:

- Was instrumental in the formulation and execution of the policy of '**Flexi Pay**' in the organisation
- Successfully laid down the '**Performance Review manual**'

Convergys India Services Pvt. Ltd.
HR - Officer

November 2004 - January 2006

Paras Calltec Pvt. Ltd.
(An international Call Centre, based in Gurgaon)
HR Executive

September 2003 - March 2004

Uttaranchal Hydro Developments Associate
(A Hydro consultancy in Dehradun)
Corporate Executive

July 2001 – September 2003

ACADEMIC CREDENTIALS

- **2001** - Masters of Business Administration from SPCJ Institute (Dr. B.R.Ambedkar University, Agra,).
Specialisation in Human Resources - **79%**
- **1999** - B.COM (H) from AMU, Aligarh - **66.5%**
- **1996** - Intermediate from St. Joseph's Academy, Dehradun - **77%**
- **1994** - High School from Convent of Jesus & Mary, Dehradun - **81%**

PERSONAL PARTICULARS

- Date of Birth: 16th Jun, 1978
- Marital Status: Married

ZEBA KHAN