### Curriculum Vitae

**SHEFA JAWAID**

*Human Resources Manager Genpact India Pvt. Ltd.*

## PERSONAL DATA

#### Phone

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## KEY SKILLS

Employee Relations

Talent Acquisition- Recruitments & Selection Onboarding

Scheduling

Performance Management Talent Management Employee Engagement Compensation & Benefits

*I have a total work experience of 3 years with a mix in both HR and Engineering field. In the HR domain I have gathered experiences of an HR Business Partner, Employee Engagement Manager, CSR Manager and handled Corporate Communications for a Pan India Process. I am looking forward to exploring more, learning further and getting immense firsthand experiences from the HR world across different industries.*

## PROFESSIONAL EXPERIENCE

**July 2017- GENPACT INDIA PVT. LTD.**

##### Present Job Profile: Employee Engagement, Corporate Communication, CSR

The **Employee Engagements role** involves engagement of employees on 3 sub-levels: New Hire Engagement, All Employee Engagement & Leadership Engagement. My role involves the following:

* Driving employee welfare and engagement activities
* Designing and driving the annual Employee Engagement Survey
* Driving new initiatives to enhance leadership connect with employees

The **Corporate Social Responsibility role** involves the following:

* Providing technical and coordination support for CSR programs and issues. Monitoring and evaluation.
* Establishing internal and external stakeholders by developing engagement channels
* Leading, designing, developing and monitoring CSR processes and initiatives, aimed at building strong community welfare programs.

The **Corporate Communications role** involves the following:

* Building an effective internal communication mechanism
* Partnering with the internal teams to communicate with the Internal employees on every aspect (policies, processes, updates, events etc.) creating a culture of transparency and openness.
* Designing posters and splashes for all pre-& post event capture.

**May 2016- GENPACT INDIA PVT. LTD.**

**June 2017 Job Profile: HR Business Partner**

Rewards & Recognition

HR Information System (HRIS)

Excellent Written and Oral Communication Advanced MS Excel

Advanced MS Word Advanced PowerPoint Conflict Management Poster Designing Vendor Management Event Management

Worked in the role of HR Business Partner as an Employee Relations Manager. Actively involved in the management of entire employment lifecycle of employees. Involved in Talent Management, Talent Acquisition, Employee Engagement, Performance Management, Compensation & Benefits and Rewards & Recognition. Also involved in handling Employee Grievances and conduct regular workshops on driving various HR programs and policies

##### Talent Management & Employee Engagement:

* Conduct regular 1-1 with employees, Pulse and skip level meetings to identify problem areas and propose appropriate solutions
* Drive new hire and leadership engagement. Conduct exit interviews, stay interviews and pre-hire orientation

##### Talent Acquisition:

* Understand and determine the current staffing requirements and develop forecasts
* Determine Recruitment strategies and plans in compliance with the annual budget
* Supervise recruitment team and ensure positive candidate experience
* Develop the Job Description and do a Job Analysis of new and revised roles

Public Speaking & Debating

## LANGUAGES

English Urdu Hindi German Bengali

## STRENGTHS

High Learning Agility Very Adaptive

Written and Oral Communication

## HOBBIES & INTERESTS

Blogging Travelling Swimming

##### Performance Management:

* + Planning, monitoring and implementation of the annual performance appraisal cycle for all employees
  + Involvement in Performance Review process across hierarchy. The process involved defining the KRAs to mapping them to their respective ratings on a performance to potential grid. Also establishing the framework for substantiating Performance Appraisal system linking to Increments & Promotions

##### Compensation & Benefits:

* + Grading fitment of new hires and internal movements
  + Determining Long and short-term incentives, Salary Increments for employees’ basis the annual and forecasted budget
  + Collaboration with varied stakeholders- Corporate C&B Team, Operating Leaders, TA team and external market

##### Rewards & Recognition:

* + Designing rewards & benefits program for all employees considering the client needs, employee motivation and market availability
  + Determining the annual budget for the rewards plan and responsible for monitoring the compliance of the awards

##### Others:

* + Communication and driving of HR policies and processes
  + Drive retention programs and contests for managers
  + Prepare current and forecast Retention and Attrition data, Demand and Supply Data, Bench numbers and Governance decks for onshore clients
  + Facilitating Townhalls, All Hands Meet, Conclaves and fun at work initiatives

# October 2011- INFOSYS LTD.

**March 2013 Job Profile: Systems Engineer**

Worked for AstraZeneca, a pharmaceutical company. Was involved in Citrix, WebLogic and IIS Server. I was involved in administration of high-end availability of all applications/servers spread across different geographical locations. Additionally, I was responsible for maintenance and troubleshooting of about 1000+ Servers, and hosting applications. I also handled issues from end users or application teams which include troubleshooting, installation of Citrix, WebLogic and IIS and publishing of applications. I was also dealing with access problems, diagnosing and troubleshooting of all incidents. Worked on ticketing system using Remedy. I performed root cause analysis process for Problems leading to strategic resolution. Worked on ITIL Change Management, Problem Management and Incident Management. Apart from all this I was the SPOC for conducting all team building activities for the entire team.

### EDUCATION

#### **2014-16:** PGDMHR | International Institute of Management, New Delhi

**2007-11:** Instrumentation Engineering | West Bengal University of Technology, Kolkata

**1993-2007:** Science | ICSE & ISC | Our Lady Queen of the Missions School, Kolkata

ADDITIONAL ACTIVITIES

***CERTIFICATIONS:***

* **2018:** Recruiting, Hiring and Onboarding Employees – ***Coursera.com***
* **2017:** Managing Employee Performance– ***Coursera.com***
* **2017:** Managing Employee Compensation– ***Coursera.com***
* **2014:** Intro to Statistics- ***Udacity.com***

***NOTABLE ACHIEVEMENTS:***

#### **2017**-Successfully performed simultaneous transitions of 2 businesses with on time hiring and onboarding of total of 150 candidates at Genpact

* **2016**-Awarded for achievement of deploying 100% FTE before the last date of the process ramp down at Genpact
* **2015**-Won first prize for paper presentation by *IIM Ahmedabad & IIM Udaipur*

#### **2015**-Won multiple awards on elocution and debating at multiple forums