**Aparna Umashankar** 

**Mobile: 8929317020**

**EmailId: aumashankar1981@gmail.com**

* **Professional around 15 years of expertise in Human Resources.**
* Seeking a challenging career in Human Resource Activities.

# Core Competencies

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| **Employee Retention** | Driving Retention through weekly Early Warning System (EWS) Meetings, Exit interviews, Tracking Job Abandonment /LOA cases, Monthly Staff Meeting with Team Leaders & Operations Managers. |
| **Career Counseling** | Conducting career-counseling sessions, running internal job posting workshops and sharing IJP feedbacks. Designing and explaining the Growth path to ensure retention and talent utilization. |
| **Grievance Handling** | Conducting open houses /skips and 1-0-1 meeting with agents, team leaders operation managers and closing all grievances. |
| **Recruitment Induction Program** | Handling New Hire Induction program including all paper work and on boarding formalities. And first nine day follow up. Scheduling and planning Induction For AVP and above. |
| **Employee Touch points** | Training Touch points (handling training failures etc) and Floor Touch points (Floor Visit, One on One Meetings, Team Meetings etc). |
| **HR Process Compliance** | Confirmation compliance, Maintain Employee Records, Work closely for successful ISO audit for department. |
| **Internal Core HR Process** | Facilitation of Inter / Intra departmental transfers, Redeployments, Promotions. |
| **Employee Communication** | Monthly HR SPOC Team Huddles, Focus groups, E-mail /Poster Campaigns, Ensuring effective communication of HR policies and processes to Operations. |
| **Organizational Development** | Identifying and understanding various training needs at different levels and roles.(Effective Communication, coaching and mentoring skills, Leadership Enhancement trainings, Team building trainings and workshops. |
| **Employee Engagement** | Supporting, conceptualizing and executing weekly fun activities. Organizing festival celebrations, Family Day etc. |
| **MIS** | Preparing HR Reports and Dashboards |

 **Work Experience :**

Associated as a **Recruitment Partner Cum Business Development Partner with The Talent Quest** **Centre , an Executive Search firm** since **January, 2019.**

Worked as a Freelancer Recruiter in Dubai from **April,2018 till Oct,2018.**

**Certify Technologies, in UAE**

**Manager –HR (18th Oct,2015 till 25th March,2018)**

* Sourcing technical profiles as per the client requirements, negotiating offers and end to end coordination & follow –ups till closure of all the positions.
* Preparation of Offer letters& Contract letters.
* Coordination for document processing required for Medical, Employment Visa , Emirates Id& Work Permit/Labor Card Processing
* Internal Recruitment, joining formalities and induction for all the new joinings for the offshore team in India (Chennai) and onsite in Dubai.
* Coordination with external vendors for bank documentation and insurance card processing .
* Maintaining employee personnel files and regular updation of employee records for both Offshore and Onsite team.
* Payroll processing for both offshore and onshore employees
* HR Spoc for all the employee grievances of both onshore and offshore teams.

**Param Info IT Consulting Services, Dubai**

**Manager-HR (11th May, 2015 till 14th October,2015)**

Coordinating with the management for the below mentioned day to day activities.

* Taking care of internal recruitment, joining formalities and induction of all the new joining
* Getting input from the recruiters regarding the candidates and collecting their document for further processing.
* Once short listed preparing offer letters & Contract letters and obtain acceptance from candidates.
* Coordination of documents required for Medical, Employment Visa, Emirates ID processing & Work Permit /Labor Card Processing.
* Maintaining Employee personnel files and regular updation of employee records. Coordination with external vendors for Bank documentation and the Insurance card processing.
* Coordinating with the offshore team regarding the new joinings and arranging travel and Accommodation.
* Track the in time and out time of the internal employees and provide warning if they don’t adhere to the timings. Processing of monthly payroll data of the employees
* Preparation& collection of the documents for Visa cancellation (those leaving finally or not returned from leave) & deletion.
* Conducting exit formalities and calculating the Full & Final Settlement, Leave Salary etc. for the exiting employees.
* SPOC for all the employee grievances regarding accommodation, reimbursements etc.

 O**mniglobe Information Technologies Pvt. Ltd – India(Gurgaon)**

**Sr. Assistant Manager – Human Resources (August 2007 – September 2014)**

* Full lifecycle recruitment consisting of: sourcing, networking, pre-qualifying candidates, behavioral interviewing in person,
* Identifying and tracking feedback from interview teams
* Utilizing advanced interview skills to identify a qualified candidate
* Preparation of recruitment calendar, manpower planning, identifying hiring sources
* Responsible for development and implementation of comprehensive recruiting strategies Preparation of Monthly, Weekly, Daily reports.
* Campus and site recruitments, Vendor management, employee referrals.

**Vanguard Info Solutions Pvt.Limited – India(Gurgaon)**

**Executive – Human Resources (Sept 2004 – May 2007)**

* Provide advice and assistance when conducting staff performance evaluations
* Identify training and development opportunities
* Provide advice and assistance to supervisors on staff recruitment
* Prepare notices and advertisements for vacant staff positions.
* Schedule and organize interviews
* Participate in applicant interviews
* Conduct reference checks on possible candidates
* Implement procedures and policies on staff recruitment
* Conduct exit interviews

Education

* **Masters In Business AdministrationHuman Resources**, ALL INDIA MANAGEMENT ASSOCIATION, Recognized by A.I.C.T.E.& H.R.D. Ministry, Govt. of India, 2006
* **Professional Diploma in Computer Education,** N.I.I.T, 2002
* **Bachelor of Science**, Delhi University, 2002

Personal Particulars

* Date of Birth: 15th March, 1981
* Father’s Name: Late Shri R. Umashankar
* Languages: English and Hindi
* Valid Indian Passport holder
* Present Address: Rajouri Garden , New Delhi
* Also have accommodation facilities at Mumbai/Pune