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|  |  | Rakesh SIngh  **Human Resources, Management, and Training** |
| Profile  * More than 21 years of extensive and diverse industry experience in HR and Corporate Operations roles. * Exposure to HR operations in IT, ITES and FMCG firms. Sound experience of managing the entire Employee Development Life Cycle (EDLC). * Strong team orientation, leadership, and interpersonal skills. * Excellent communication skills with experience in conflict management, recruitments and reward allocation and compensation management.  Contact **PHONE:**  +91 9060297049 / 7439205257  **EMAIL:**  72rakeshsingh@gmail.com |  | EDUCATIONS.P. Jain IMS (Bhartiya Vidya Bhawan, Delhi) 2000 - 2002  MBA (Personnel Management) Delhi and Ranchi University 1993 - 1995  MA English Literature Delhi University 1990 - 1993  BA (Hons) English Literature WORK EXPERIENCEUTS Infratel (P) Ltd. ([www.utsinfratel.com](http://www.utsinfratel.com)) Vice President – Human Resource (Mar 2019 – Apr 2020)  Deputed to Corporate Level Strategic Implementation role. Worked closely with the management to define and implement key initiatives for outstanding result through recruitment, training, performance development plan, strategy, and projects execution. Infosys Technologies Ltd. ([www.infosys.com](http://www.infosys.com)) Unit HR Head (Mar 2008 – Sep 2016)  Worked in the FSI (Financial Services & Insurance) Business Unit generating 38+ % revenue); the largest vertical in Infosys that help financial services Delivery centers in India, China, Australia, US, UK, and Canada.  Handled the Bank of America (BofA) and Goldman Sachs accounts comprising of 6500+ employees and with turnover of USD 8.3 billion. Major responsibilities included managing and implementing entire gamut of HR-Business Partner related activities.  *Achievement: Was awarded the Unit Level Excellence Award* |

## WORK EXPERIENCE (contd.)

### Skills & Certifications

* Learning Organization Systems (*IIT – Delhi*)
* Total Quality Management System (*NIIT*)
* Competency Based Interviewing Skills (*NIIT and Infosys*)
* Counseling and Conflict Management (*Infosys*)
* Attrition and System Management (*Infosys*)
* Certified Instructional Designer/Technical Writer (*NIIT*)
* Good Samaritan (*Infosys*)
* Investor In People (IIP- UK)

#### Vizual Business Tools ([www.vizual.co.uk](http://www.vizual.co.uk)) Manager - HR (SME) & Technical Writing Group

(Jul 2006 – Sep 2007)

Responsibilities for managing the Technical Writing Group and provide Subject Matter Expertise as HR professional in the designing and development of the flagship product. Responsible for Product Documentation initiatives and HR Operations.

#### Atos Origin ([www.atosorigin.com](http://www.atosorigin.com)) Riyadh (KSA), Manager, PMO and recruitment

(Aug 2005 – Mar 2006)

Responsible for recruitment, training, and on boarding of fresh talent (South Asia) to meet the growing needs of the company. Coordinated with client to identify and fulfill their training requirements. Acted as mentor and trainer for all fresh recruits.

#### CA India ([www.ca.com](https://www.ca.com)) Documentation Manager

(Aug 2004 – Jul 2005)

Responsible for setting up a large team of offshore technical writers at CA India in terms of recruiting, training, and setting up processes for technical documentation.

#### Vedaris Technology Pvt Ltd, Manager – HR & Operations

(Mar 1999 – Jul 2004)

Responsible for HR & Operation Management for a 250+ strong and growing team. Defined and implemented HR policies for India and London office. Managed HR operations. Gathered market intelligence for compensation benchmarking. Performed timely revision and adjustment to be consistent with company strategy and compensation.

*Achievement: The company sponsored the cost for my formal MBA (HR) course as a special reward. Maintained excellent employee retention with attrition less than 10%.*

#### NIIT Ltd ([www.niit.com](http://www.niit.com)) Assistant Manager – Training & Development

(Dec 1995 – Mar 1999)

Responsible for assisting in staffing and training Instructional Software Development teams. Resource Management and coordination for assigned projects (CBTs & ILTs).

Assisted in managing the employee performance evaluation process. Coordinated the reward and retention program.