

**CAREER ABSTRACT**

Carrying rich & professional 16+ years of experience in Leadership, managing global teams & handling HR operations for domestic & global clients in Resource Management Group. Extensive exposure across a gamut of areas including Strategic & Tactical Planning, Process Management, Process Design, Automation, Vendor Management, Change Management & Operations. Expertise in Business Operations, HR Business Partner, Transition & Transformation, Merger & Acquisition, Program Management, Corporate Social Responsibility & Staffing Management with adequate experience in IT Recruitment & Resource Management processes in Domestic as well as Global on various IT Skills & Verticals. Proven competence in setting up operations from ground up & scaling them up into sustainable functions with a focus on delivering an exemplary level in Recruitments & Resource Management. Demonstrated excellence in strategically evaluating & executing complex transformation projects related to process re-engineering, Self Service Enhancements. Adept in shaping innovative solutions & delivering high level of success in resource management, supported by strengths in leadership, excellent interpersonal skills & effective decision making. Deft in building, mentoring & managing high performing winning teams & collaborating with cross-functional domestic & global resources. Have in-depth & hands on experience in Introducing effective systems & controls in HR & computerization of HR Department, HR ERP, Payroll & HRIS.

**Business HR**

- ☑ HR Vision, Strategy, Policies, Budgeting & Planning.
- ☑ Organization Change & Transformation.
- ☑ Strategic HR Business Partnership.
- ☑ High Performance Work Culture.
- ☑ Job evolution, JD, KRA & KPI.
- ☑ Competence Assessment Centre / CoEs.
- ☑ Corporate Social Responsibility.
- ☑ Company values & Corporate Communications.
- ☑ HR Process Re-engineering.

**People HR**

- ☑ Workforce planning, fulfilment & analytics.
- ☑ Talent acquisition & campus engagement.
- ☑ Talent Assessment & Management.
- ☑ Compensation & Benefits, Reward & Recognition.
- ☑ Employee Engagement & Communication.
- ☑ Leadership Development, Succession Planning.
- ☑ Coach, mentor & in-house Trainer/faculty.
- ☑ Performance Management Systems (PMS).

**WORK EXPERIENCE**

Sep 18- Oct 20	<b>AntWorks</b> <i>Senior Manager – Human Wellbeing</i>	Bangalore.
Aug 10- Jun 17	<b>IBM INDIA</b> <i>Manager - Resourcing</i>	Bangalore.
Apr 08- July 10	<b>TECH MAHINDRA LIMITED.</b> <i>Assistant Manager – Resourcing.</i>	Bangalore.
Sep 07- Jan 08	<b>NESS TECHNOLOGIES PRIVATE LIMITED.</b> <i>Manager – Recruitments.</i>	Bangalore.
Aug 06- Aug 07	<b>UNIFIED TECHNOLOGIES PRIVATE LIMITED.</b> <i>Manager – HR &amp; Recruitment</i>	Bangalore.
Dec 04- Aug 06	<b>JK MANAGEMENT PRIVATE LIMITED</b> <i>Client Manager – Key Accounts / Recruitments.</i>	Chennai.
Dec 02- Nov 04	<b>PACT - PERSONNEL ASSESSMENT CONSULTANCY &amp; TRAINING.</b> <i>Consultant – Recruitments.</i>	Chennai.

**EDUCATION**

2003 - 2004	<b>Loyola Institute of Business Administration (LIBA), Chennai.</b> Executive Post-Graduate Diploma in Human Resource Management.
1999 - 2001	<b>Annamalai University.</b>

Master of Arts (Public Admin.)

1996 - 1997

**RD Computer Center, Chennai.**

Post Graduate Diploma in Computer Applications.

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**EXPERTISE & CORE COMPETENCIES:**

**HR Business Partner / Operations:**

- Set up AntWorks Bangalore office- Being the 1st employee at Bangalore and brought up the whole center from scratch & brought the nos to 180 employees at Bangalore.
- Handling a team of HR Business Partner across locations at AntWorks.
- Handled the Client British Petroleum across UK, Lithuania, Singapore, Malaysia, Germany & India.
- Implemented the HR Advisor tactical plan, in line with the overall HR Strategy & company Values in conjunction with the Head of Business / HR, responsible for oversight of all HR activities in the assigned business group.
- Partnering with the business managers, to support the strategic & tactical initiatives from a HR perspective. (It includes creating, implementing, talent management processes, change management initiatives, managing employee turnover, improving employee relationships, mgmt. development, internal job postings, performance management process, employee transition plans, compensation plans or any other HR support necessary to meet business specific HR goals).
- Collaborate with the compensation department in annual activities of bonus calculation, merit decisions.
- Responsible for maintaining salary grade integrity of positions (while partnering with Recruitment).
- Conducting analysis on various HR related data such as exits, performance ratings, and advancements.
- Arranging for CSR activities for the team on weekends and ensure the company grant is utilized to the fullest.
- Facilitating & supporting Performance rating analysis & managing performance improvement plan related issues.

**Transition & Transformation: (Resource Management Process):**

- Handled the Transition & Transformation Process to bring inline the countries those are not aligned to the new R&CM subcontractor process of IBM set by the World-Wide Team, travelled to **IBM Finland** for transition.
- Prepared detailed Transition plans with agreed milestones & interdependencies. Identify issues/risks that have the potential to jeopardize the ability to meet agreed upon deliverables.
- Presented weekly Transition dashboard incorporating all Transition streams to stakeholders & to management.
- Escalate major Transition issues to Management with recommendations for resolution.
- Managing a team of Country SME who in-turn handles a team of Contractor Sourcing Professionals who works & co-ordinates for the transition across 6 IMT's across Europe (Nordics, DACH, SPGI, Italy, UKI & Benelux) managing approximately 2000 resources including APAC countries across GBS (Global Business Services).

**Resourcing / Project Management:**

- Leading a team of Demand Resource Deployment Managers & RDMA team for the Nordic countries (Sweden, Denmark, Norway & Finland), SPGI (Spain, Portugal, Greece, Cyprus & Italy), UKI (UK & Ireland), DACH (Germany, Austria & Switzerland) and APAC (Kuala Lumpur & Singapore).
- Handling the Resource planning process to balance Supply or Demand across IMT by assessing & counseling on Workforce re-sizing, Band elevation, implement change management process & subcontractor rate reductions.
- Have re-designing the processes and metrics to drive simplification. Played a key role in designing the HR processes for the subcontractor Channel – Eg. Extensions, Roll offs, Back fills, LOA (Letter of Authorization), ICA (Inter Company Agreements) & On-boarding & Off-boarding in the internal tool and managing Process change.
- Bench Management & ensure Optimization of resource utilization at Organizational level.
- Ensure smooth transition of resources, trainings, change mgmt. across Service lines, Sectors, Regions in line with the org-structure & encourage Cross Service Area / Service Line Staffing through proper communication.
- Vendor Management - Built vendor network across Europe and India regions, partnered with external recruitment agencies for rates, contract, renewal and maintained relationships with channel partners.
- Supported Business Operations in achieving target metrics around utilization & chargeability. Supporting the Service Line / Capability to ensure availability of resources for projects where they need them.
- Functioned as single point of contact (SPOC) for business leaders across multiple geographies, and closely worked with Shared Service Centre to support around 2000+ consultants/employees.
- Setting up processes and audit mechanisms and periodically audit in order to ensure process compliance.
- Meet regularly with Bid & Proposal teams and/or projects for proper resource commitment and training and monitoring the changes management with the Project team as decided by the Organization.
- Working with the backend team at Philippines for Metro tool inputs, updates & reports for the R&CM team
- Work together with OO (Opportunity Owners regarding creation and maintenance of Staffing plans.

**Talent Acquisition:**

- Devising innovative, pragmatic idea & disseminates recruitment strategies, plans according to budgets based on organization staffing plans for the year & frequently review it with the business & sales heads.
- Conceptualize, analyze, research, & channelize the recruitment process for maximum hires.

- Responsible for identifying and mapping the external talent pool towards Mass & Mid-Mass hiring.
- Managed large team who handles & sources the best talent through external & internal job postings through portals, head hunting, references, advertisements, networking sites, etc.
- Expertise in conceptualization, design and implementation of talent strategies, planning models and frameworks during high growth and recession phases to build people processes for multi-functional, multi-lingual and multi-cultural business groups.
- Was responsible for Mass recruitments drives & volume hiring at Bangalore, Chennai & Hyderabad location.
- Point of contact for agencies/vendor management across locations.
- MIS reporting to the top management on a weekly / monthly basis.

#### **Strategic Planning:**

- Identifying future challenges; Devising and implementing short term and long term policies to achieve organizational and strategic goals.
- Formulating business strategies judicious utilization and deployment of available resources to achieve organizational business objectives.
- Career action planning for top performers and performance improvement planning for poor performances

#### **Performance Management and ROI Analysis:**

- Devised Performance appraisal plan and defined parameters for evaluation of performance- mapping the KRA's and KPI's in consultation with Business Heads. Identified key parameters for career development, redeployment, and training.
- Initiated Competency mapping across the verticals benchmarking the key competencies for different business verticals.
- Analyzed and developed career Progression plan and introduced Succession planning for senior Management personnel through development and assessment centers
- Analyzed the ROI (Returns On Investment).

#### **Training and Talent Management:**

- Planned training calendar with earmarked budgetary resources towards planned and focused training initiatives consonant with Corporate requirements and developmental needs.
- Introduced 'train the trainer' programs to identify and develop in house talent-reducing training costs in Service Industry companies.
- Identifying training needs across levels through mapping of skills required for particular positions and analysis of existing level of competencies & organizing Induction Training for new recruits.
- Reviewed and revamped induction training, introducing a greater focus on core values and soft skills.

#### **Organizational Restructuring:**

- Led Organizational Restructuring initiative of all verticals in line with industry standards & strategic Business Goals.
- Analyzed and facilitated exercise for comprehensive review of structure, cadres and salary bands, aligning the same with industry standards for the above companies and with the present organization.

#### **Vendor Management:**

- Identify & developing a Vendor/Supplier base for cost effective procurement of resources, materials, consumable services.
- Prepare detailed scope for Annual Rate Contracts with vendors for stackable items and for work order indents and timely renewal of contracts after complete review.
- Assess performance of the vendors based on various criteria such as quality improvement rate, timely delivery, credit terms etc.

#### **Achievements and Recognitions:**

- Awarded as Best Performer for Q4 2011 & the Best Team for NORDIC operations.
  - Awarded with Certificate for Contribution, for helping other team when in emergency & needed.
  - Awarded from the Global Delivery team (India) for closing maximum position from Bench resources.
  - Selected member of the team to be trained on RCM processes which otherwise was operating from FINLAND, and travelled & transitioned the process to India IBM.
  - Orion Award: IBM internal award recognition for outstanding contribution to the team.
  - Devised a full-fledged Process documentation to identify and standardize the process flow.
  - Appreciation from the Account Client Partner for fulfilling all the OS for the critical project on short dead line.
  - Impressive reputation for problem solving & bringing cohesion among the assigned IDU.
  - Managed fulfillment for the Nordic countries, practicing resulting in satisfactory client appreciations by maximizing utilization of bench resource and minimizing recruitment.
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