***Experience***

HR Professional with more than **8 years** of work experience in Human Resources field

***Objective***

A challenging position in a dynamic organization with potential for career advancement where I could utilize my experience and skills, thus contributing to the growth of the organization. Proficient in handling Compensation & Benefits, Performance Management, HRIS, Rewards & Recognition, Leave Administration, Payroll & Employee Relations.

***Professional Qualification***

1. **M.B.A. in Human Resource Management from CIMAT, Coimbatore (2004-2006)**

2. **Bachelors of Science (Software Systems) from Amrita Institute, Kerala (2000-2003)**

***Key Technical Skills***

1. Advanced MS-Excel
2. MS-Visio
3. SAP-HR for the last 6 months

***Work Experience***

1. Naser M Al Baddah Trading & Contracting (NBTC Group) (February 2015 to till date)

*Job Designation: Senior Officer – Human Resources*

1. Orion India Systems (December 2012 to January 2015)

*Job Designation: Senior Executive – Human Resources*

1. Outsource Partners International (December2006 to November 2012) – Currently known as EXL Services

*Job Designation*: **Assistant Manager – Human Resources**

**Roles & Responsibilities:**

**Role A: Employee Performance Management**

* Preparation of Business unit KRA’s/goals.
* Performance review of Trainees/Probationer, Probation Assessment/Confirmation/Extension.
* Managed the entire appraisal process for the company from announcement to handing over of revision pay letters.
* Conduct performance appraisal workshops prior to mid-year and year-end.
* Career planning and succession planning - managing job rotations, role changes and promotions.
* Handling Performance Improvement Process (PIP) programs.
* Was a single point of contact for ensuring smooth functioning of performance appraisal in EXL & Orion.

**Role B: C&B Activities& Salary Surveys**

* Successfully proposed change in base salaries for all designations for the company.
* Regularly Participate in various Salary & Compensation surveys from Mercer, Hewitt, E&Y, Hays Group etc.
* Provided various analysis reports to the management by participating in various Compensation Benchmarking Surveys.
* Understanding market trends in compensation and performing comparative analysis from time to time.

**Role C: Employee Engagement Initiatives**

* Anchoring Employee Communication Forums – Project Level meeting, Skip Level meetings, One-on-One meetings.
* Employee Query Management and Grievance handling- One point of contact for all queries/guidance on policies & procedures.
* Various Employee Events and Engagement Initiatives.

**Role D: Employee Retention & Engagement**

* Conducting various Employee Retention and team building activities.
* Based on various analysis, create a basket of Employee Recognition initiatives for employee motivation and ensuring reward & compensation is appropriately managed and differentiated according to performance.
* Managing the existing Reward and Recognition program and ensuring that it is a unique experience every time.
* Being part of various corporate initiatives like community service.

**Role E: HRIS and Data Management Systems/Leave Management**

* Managed a team of 3 in taking care of the leave management, employee separation & payroll inputs for the previous organizations (EXL & Orion).
* Acted as an administrator for the HRIS system. Managing the HRIS system of the company.
* Providing various analysis like attrition analysis, incentive & overtime analysis, other MIS reports to the management on a regular basis.
* Providing Inputs for Leave, Overtime, Incentive and other allowances to the payroll team on a monthly basis.
* Conducting Perception Surveys, analyzing the data input received and giving various plans for future action.

**Role F: Special Initiatives and Activities**

* Designed the existing Reward and Recognition Program.
* Provided various analysis reports to the management by participating in various Compensation Benchmarking Surveys.
* Successful implementation of the HRIS system wherein acted as a project manager for the entire project.
* Successfully performed vendor management for selecting a competency assessment firm for the company.
* HRIS Cleanup.

***Recognition***

* Was awarded Team Leader Excellence award for high performance in the quarter (Q2 ’10) as a part of HRD R&R Scheme at OPI
* Was awarded Manager Excellence award for high performance in the quarter(Qq2’12) as a part of HRD R&R

Scheme at EXL

***Career Initiatives***

***During – Year January to February 2013***

Proposal for normalization of employee salaries at Orion India Systems

**Methodology**

* Two main parameters that were factored for normalization was performance/availability of skill versus years of experience.
* Market salaries across various experience and skill sets were gathered from various sources like job portals, references, new joiners for the last 1 year etc. These selected samples did go through a detailed interview to understand their performance.
* Salary normalization matrix was plotted based on the above said parameters and based on salaries gathered from various samples. The matrix was created keeping in line the market salary trend.
* Employee performance ratings and years of experience were laid down alongside the salary normalization matrix to understand whether each employee salary was in par with the market.
* A management approved percentile was selected and used to understand the budget for salary normalization.

***During – Year June to July 2013***

Revamping of the **performance appraisal system** at Orion India Systems

**Methodology**

* Goals & Competencies were defined as standard parameters for gauging performance of employees.
* In line with the strategic goals of the management, standard goals were defined for each designations with the help of project management team.
* Each goals created were measurable and matrix for measuring these goals were also created.
* These goals were shared across the company as part of the goal-setting process.
* Goals were tracked and measured on a quarterly basis.
* Standard competencies were also defined across various designations.

***During – Year March - April 2010***

Analysis on Industry-Company salaries and benchmarking with the help of **Mercer Salary Benchmarking Methodology**

**Methodology**

* Mapping of OPI designations to Industry designations, which is called benchmarking.
* Conducting various analyses on OPI salaries and levels with the Industry benchmarked level.
* Provided various project-wise and department-wise analysis reports to the management.
* Also provided insights as to the salary comparisons with various peer companies.

***During – Year April 2010***

New **HRIS system Evaluation**

**Methodology**

* Based on the below study we had come to the conclusion that the current system was not suiting to the requirements and the growth of the company
* Based on this we identified couple of HRIS packages in the industry which were used by some of the best companies in the industry.
* Simultaneously we had formed a committee consisting of process managers and stakeholders.
* Evaluations were conducted on 5 packages along with the stakeholders and committee members and out of which 2 were finalized.
* Carried reference checks with the companies that were using these packages.
* Based on our requirements, the proposals were shared and commercials discussed.
* Had a final management meeting with both the vendors on the final commercials and finalized on one package.
* The process mapping and implementation process is to start on June 2010.

***During – Year January 2010***

A detailed study on the **current HRIS system**

**Methodology**

* Understanding the existing HRIS system.
* Identify the features present in the system
* Meeting up with the stakeholders (Management) to identify their requirements which can be moulded in to the system for generating management information
* Identifying the GAP in the system
* Understanding project related & process related requirements
* Discussion with the system development team to understand how the changes can be made in to the system.
* Coming to a conclusion as to whether the system is capable of change or to go for a new system.

***During - Year Aug 2007***

Study on the various process job descriptions and to suggest improvements as part of **Customer Operations Performance Center Inc. (COPC Inc.)**. COPC Inc is the world’s leading authority on operations management and performance improvement for buyers and providers of customer contact centre and business process outsourcing (BPO) services. The COPC® Performance Management System includes operational certification programs, operational management training, Six Sigma in Contact Centres, performance improvement consulting, and vendor sourcing and management services. This was as part of certification to the COPC® Family of Standards.

**Methodology:**

* Studied the present process job descriptions for the entire process designations.
* Did a thorough study about the skills, roles & responsibilities for each and every job descriptions to check whether it met the standards.
* Based on the obtained information, developed initiatives to make the present recruitment system more effective.

***Academic Projects***

June 2005 – August 2005

**Project Title:** A Study on the Effectiveness of **Executive Training Programmes**

**Company:** Kerala Mineral and Metals Limited

**Methodology:**

* Identified the departments which came under Executive Training programmes
* Designed questionnaire to understand and gather feedback from the employees regarding the effectiveness of Training in the organization
* Analyzed the obtained information
* Suggested remedial measures to improve & newer methods of training programmes

***Scholastics Initiatives***

* Participated in the **AIMA-INFOSYS** National Student Management Games (NSMG – **Chanakya 2005**)

held in Coimbatore organized by **All India Management Association (AIMA)**.

* Participated in various events and competitions in school and at college level.

***Personal Details***

**Date of Birth** : 25 – December - 1982

**Sex** :Male

**Nationality** : Indian

### Marital Status : Married

**Language Known** :English, Hindi, Malayalam, Tamil

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