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**SUMMARY**

A Human Resource Professional offering 15 years with extensive experience in human capital management, talent acquisition, recruitments, planning & strategy ,employee relations, safety and welfare, salary administration and corporate training. Motivated leader with proven communication, analytical and organizational skills. Practical, articulate and creative with proven ability to solve difficult and complex business issues. Consistently obtain high performance through leadership and cohesive team building with proven success in employee relations.

**PROFESSIONAL EXPERIENCE**

**Head Human Resources** *Present*

FACTS Solutions ME. Dubai *Reporting – MD*

***Microsoft Partner for Microsoft ERP in ME***.

* Ensure and implement HR strategies, policies, SOPs, budgets, and best practices as part of the overall strategic plan. Setting KPIs and performance management processes.
* Maintains a monitoring process of all positions and costs in support of the overall budget, payroll and administration. Managing deployment of resources on project based priority.
* Ensure HR is in compliance with UAE policies and government laws and regulations.
* Responsible for staffing and ensures personnel are properly certified/licensed and meet all other requirements for hiring in the region,managed recruitment campaigns,vendor relations for sourcing
* Collaborate effectively with all business units (BUs) for training & development, performance evaluation and other human resources rewards and welfare benefits.

**Head Human Resources &Admnistration- ME** *March 2013 – Oct -2014*

GTS Group – Dubai /Qatar/India *Reporting -CEO*

* Associated with DAFZA licenses and multiple facets of company registration (GTS FZCO)

in compliance with UAE government regulations and joint venture (JV) initiative for GTS Qatar Branch. PRO for DAFZA related matters.

* Developed a proper organizational structure, standards and implemented policies, processes, recruitment and reorganization of operations in all department from 10 to 150 employees within a year with 0.1% attrition.
* Ensure staffing and training of employees with proper certification and licenses for IT & Security projects placements – Recruitment policy & plans, managed recruitment campaigns in the region.
* Drove disciplinary and positive employee engagement programs to create a motivational and healthy organizational culture.
* Implemented a successful staffing program; identified and groomed 15 employees with complete on-boarding and orientation process within a week to meet critical project based staffing challenge.
* Oversaw successful recruitment plans and policy - staffing and on-boarding programs for the new branch of GTS, GTS Technology Solutions WLL in Doha Qatar.
* Identified and implemented numerous ideas to streamline processes to include: centralizing key HR functions (staffing, training, and payroll) for HQ & branch office, employee database updating, departmental accountabilities including employee evaluation process (define individual KRAs & analytics through KPIs), and automating metrics and reporting, resulting in a substantial cost savings.

**Head Human Resources & Admin-MEA** *Nov 2007-March 2013*

HCL Infosystems MEA – Dubai *Reporting to CEO & VP Global*

*Manufacturing, Consulting –Corporate & Retail*

* Experience of Merger &Acquisition of NTS-HCL Infosystems and formation of HCL Infosystems MEA entity in 2010.
* Responsible for start-up of new facilities and traveled between facilities.(Qatar/Oman/KSA/Kuwait)
* Implemented guidelines, HR handbook and monthly newsletter for MEA.
* Responsible for managing the HR team in effectively driving all HR functions.PRO for DAFZA
* Drove the continuous personal improvement and professional development of both leadership and non-leadership employees reducing turnover by 15%
* Upgraded talent by focused recruiting and employee referral program. Eliminated unwanted voluntary attrition.
* Restructured job profiles that retained and attracted technical talent in the service. − Met critical business skill demands lacking in the organization.
* As HR Head, partnered will multiple facets of the business to create staffing plans, created statistical severance data to support contractual employment agreements, lead advisor for immigration and employment issues.
* Full member of Sales leadership teams providing advice and solutions on policies, employee relations, performance management, transfers, allocation of sales territory, terminations.
* Review salary surveys and compare to company job population. Identify market median and advise senior management relative to pay position. Liaise with Finance for WPS, bank transfer of salaries.
* Manage change management process, performance evaluation , compensation, reward & recognitions maintain uniform HR practices within all offices in MEA within the organization.
* Keep updated on new trends and initiative on best practices, employee rewards and benefits and foster a healthy organizational culture.

**Manager Human Resources & Admin** *Nov -2007 – June 2010*

*NTS Group* -Dubai /Qatar/Oman (NTS FZCO-DAFZA) *Reporting – CEO*

***System Integrator –Enterprise Solutions, Networking Solutions***

* Settled HR department from scratch in 2007, performed both HR generalist and managerial functions.
* Developed the HR plans and policies in conjunction with the company’s overall development plan.
* Established a proper organizational structure, developed and implemented disciplinary policies, processes, man power planning, budgets and recruitments.
* Improved staffing, recruiting, payroll processing, compliance, benefits, safety, employee relations, revised job performance review process, job descriptions, attendance monitoring, paystubs, employee orientation, trainings and operational efficiency.
* Implemented reward systems, medical claims, benefits and technical training. Successfully negotiated reduction in healthcare costs – insurance benefits.
* Implemented HRIS and document tracking methods. Comprehensive employee handbook and HR Intranet providing employees with key information.
* ‘Safe-zone’ for employees and managers to discuss professional and personal issues.
* Advisor to executive leadership on strategic organization decisions.
* Oversaw visa and immigration policy and process and operations.
* Seamlessly integrated HR practices with those of finance and project teams.

**Resource Manager** *[Redeployed by CCS]**July 2006 – July 2007*

*Key Information Technologies LLC, Dubai Reporting – GM*

***Dell Partner & Hospitality Solutions***

* Resource Interview, Selection &Training for Software Projects
* Planning & organizing project activities, IT Consulting/Outsourcing of IT professionals, SAP consultants within UAE.
* Liaison with Admin for all resource related allocation, travel salaries and project allowances

**Manager Resources & Customer Relations** *Dec 2002 –May 2006*

Malayala Manorama -CCS Technologies Pvt. Ltd.–Cochin, India

***SAP Partner & Software development and Services Company***

* Hands on experience in interview, selection, recruitment, and orientation.
* Identify Training needs and coordination with BU’s to plan training calendar, department wise KRAs and appraisals.
* Handled Manpower Outsourcing – as HR Business Partner role.
* Liaison/Co-ordination with principals, vendors, prospective clients and existing customers with regard to requirement & deployment of resources. Managed costing and contracts for domestic & international outsourcing projects.
* Planning & Allocation of resources skill-wise for outsourcing requirements.
* Organized SAP workshops – For Corporate, Professionals, College students & and generated revenue

through SAP Internship Programs.

**Sr. Executive and promoted to Manager in 2002** June*2000 – Nov 2002*

*Maruti Udyog Ltd– Gurgaon, India*

* Played a key role in implementing corporate policies with channel
* Responsible for enhancing the employee relations for better interdepartmental communication and work efficiency
* Promote wearing Uniforms for all staff, Sales performance reviews along with dealer management.
* Core Team Member for ISO: 9001certification at dealer level as part of corporate policy.

**Channel Management & Administration** *(Cochin)**Aug 1999 - May 2000*

*KINETIC Engineering Ltd* **(***KEL) Pune – India*

* Overall resource selection for the dealership sales/ services area as per KEL norms.
* Follow guidelines to maintain marketing & promotional activities and events in liaise with HQ policy.
* Coordinate on dealer development activities
* Experience in client handling at dealerships with regard to operational matters

**Management Trainee – Sr. Executive** *Dec 1996 – June 1999*

PIX Transmissions Ltd., -Nagpur, India

***Power Transmission product manufacturing & exports***

* Experience in administrative functions like maintaining records and files of employees, attendance tracking, reimbursements & claims, on-boarding and, exit procedures, coordinate induction program.
* Training gained in contract review process, & execution of orders (basically backup to coordination team )
* Administrative aspects like arranging travel / accommodation with regard to domestic & international channel partner visits to the HQ.
* Gained exposure in ISO 9002 &QS 9000 (now replaced by ISO/TS 16949)

**Education**

**Master’s in Business Administration (MBA)** – 1997 • **Diploma In Industrial Relations** – 1996

Major - Human Resources Management (Personnel) Business Management/ HRM / T& D

Minor - Marketing NI LM - Annamalai University

Bangalore University

**Competencies Technical Skills**

Policy Development and Administration Expert in MS Word/ Excel/Outlook /Presentations

Talent Acquisition and Succession planning HR Information System, Employee Self Service Portal

Recruiting and Retention

Employee Relations

Organizational Development - T& D

Compensation and Incentive Plans

Mergers and Restructuring

Integration and Change Efforts

Benefits planning and grading / policy formation

UAE Labor Law compliance

HR budgets, Compensation, Rewards & Benefits

Emiritization

Performance management and mentoring

Employee relations and grievance handling

**Additional Training Languages :** English, French, Hindi, Arabic(Beginner)

QS9000 & ISO 9000 Implementation Training

Organizational Behavioral Skills

TQP & TQM Training on Quality People Management

 Effective Communication & Listening Skills

Selling Skills & Customer Delight

**Activities/Honors/Achievements**

Core Team member for Merger & Acquisition and Joint Venture in 2010 and 2013 with HCL MEA & GTS

HRIS /HRMS / SAP ERP implementation / Employee Self Service portal

Startup of new facilities – HCL Infosystems MEA in Dubai & Qatar

**Personal Details**

Marital Status : Married Nationality : Indian