

**Sujatha S. Kini**

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An experienced professional with over 10 yrs. of experience in areas of Strategic Development, Organizational Development, Employee Engagement, Performance Management, Benchmarking of C&B, Compliances, ISO Audits and ISMS, Talent Acquisition & Management, CSR and various others areas of Human Resources. Strong and proven experience in leadership, People Management, leading big and brilliant teams, developing roles and growth paths, nurturing and mentoring individuals.

**HR CORE COMPETENCIES**

* Strategic Growth & Development (OD)
* Performance Management
* Policies and Process Documentation
* ISMS & Audits
* Competency & Skill Matrix Mapping
* Benchmarking of C&B
* Designing KRA’s, IDP and designing employee feedback surveys (360 degree feedback)
* Talent Management & Branding
* Employee On boarding, Induction and Training.
* HR Operations, Payroll, MIS.
* Employee Engagement
* Budget forecasting
* Corporate Social Responsibility.

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| **IQR Consulting now taken over by (EXL Analytics)** | **Head HR & Chief of Staff Oct 2014 – Nov 2016** |

Established in 2008, IQR Consulting is an Analytics company that has transformed business across verticals through focus on strategic consulting service. IQR specializes in turning data into decisions and delivering Insightful Quantifiable Results. The company’s rapidly-expanding client base includes Fortune 500 companies and is a testament to success providing workable, strategic solutions to difficult problems. IQR provides business analytics support using an integrated onsite/offshore business model. It’s a global organization with offices in California (US) and Ahmedabad (India).

**Current Role:**

As a global HR Head for IQR, I am primarily responsible for Organizational development, Process Improvements, handling Audits and ISMS, Policy Documentation, Enhancing HR Practices as per industry standards, leading the team towards Strategic Growth, Performance Management & IDP, overseeing HR Operations, Talent Acquisition and driving Employee Engagement.

* Processes & Polices: In an effort to enhance the Current Organizational Practices, devised & introduced various process documents like the Employee Handbook, the 360 degree feedback mechanism, Inter departmental process methodology, IDP (Individual Development plan) Competency & Skill Matrix Mapping, streamlined the on boarding & Induction of new employees. Owing and driving the Performance Management System.
* Audits – Successfully led 3 client audits with no NC’s under HR. Meticulous streamlining of all processes, documentation and procedures led to departmental success during tough audits.

* Talent Acquisition, Talent Management & Branding: As an analytical company, there is a constant need for hiring the best and brightest minds in the Industry. This involves writing good Job descriptions, drawing up competitive salary structures & rewards program, establishing ties with top campuses/alumni of various Management schools alongside coordinating for guest lectures, business symposiums, conclaves, summits, internship programs. Strengthening Lateral Hiring with the help of Consultants, strong Social Media presence (LinkedIn, Facebook, Website, Marketing forums, HR Forums/Summits and Employee Referral Program.
* Performance Management & IDP – Handling the quarterly appraisal process for India & US offices. Worked towards automating the PMS system and correlated IDP with quarterly performance tracking. Implement PIP on underperforming employees and track their work progress.
* Rewards & Recognition – Ensuring that we are constantly improvising our rewards and benefits program through industry level compensation, benefits, perks, performance related pays and awards. This is undertaken through analysis, research and benchmarking exercises.
* Employee Engagement – One of the most important roles of the HR department is engaging employees at different levels. Besides the various social/cultural activities that are driven as a part of the culture, the department is also involved in driving the 360 degree assessment across the company and conducting various surveys. Employee engagement is also carried out through People Management meetings and regular one-one with team members.
* Liasoning with the Management is another very important role that I played. Interacting with heads of departments, Senior Management and working together on various aspects of Organizational Growth & Development, Employee Training (Technical/Soft skills) Employee Engagement, Recruitment & Branding, Individual Development Plans, and Performance Assessment, research and benchmarking, 360 degree feedback.

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| **Flightnetwork** | **Human Resources Manager** |  |  | **July 2013 – Sep 2014** |

Based in Oakville, Ontario and founded in 1998, Flight network is Canada's second most visited online travel agency that offers highly discounted prices for domestic and international airfares as well as hotels, cruises, vacation packages, and car rentals. Flight Network is an online travel marketplace competing against the biggest names in travel and developing the in-house flight booking engine and having strongly cemented partnerships with leading airlines including [Air Canada,](http://www.flightnetwork.com/airlines/aircanada/) [West Jet](http://www.flightnetwork.com/airlines/westjet/)[, United Airlines,](http://www.flightnetwork.com/airlines/united/) [British Airways](http://www.flightnetwork.com/airlines/britishairways/) and over 100 other airlines around the world as well as an agreement with the Royal Bank of Canada to provide customers with travel insurance. In 2009, the organization’s rapid growth and success was recognized when CEO, Naman Budhdeo, was a runner-up for the prestigious Ernst & Young Entrepreneur of the Year award. In 2010, PROFIT magazine named the company as one of the 100 fastest growing companies in Canada.

# Talent Acquisition, Retention & Employer Branding

* Recruitment – Talent requisitions, Talent identification, completing pre & post recruitment formalities, on-boarding, Induction & Training.

# Performance Management and Training

* Driving the annual and half yearly performance review cycle.
* Organizing discussions and review sessions with employees
* Issuing letters to employees and updating all MIS records accordingly.
* Counsel underperforming employees & assess the need for further training to improve performance or implement PIP & track it.
* Coordinate training & development programs across departments by understanding training needs and ensuring a suitable program is implemented.

# HR Operations

* On-boarding, Induction, Orientation, Confirmation / Probation cycle.
* Employee data management.
* HR Policy formulations and SOP rollouts.
* Driving Employee Referrals program with rewards and recognition.
* On Boarding/ off boarding process, Exit Interviews and Final Settlement Process.
* HR Payroll inputs.
* Coordinate employee statutory compliances.
* Forecasting the office budget for the year.

# MIS and Reporting

* Prepare monthly MIS reports of new and separated employees.
* Recruitment MIS reports and Recruitment tracker.
* Attendance & Leave tracking.

**Relationship Management**

* Responsible to manage key relationships with internal clients • To be in a position to influence/advise HR subjects to key internal clients • To ensure smooth delivery of all HR services within the respective departments.
* Employee Grievance handling.
* Employee Engagement - Be a people’s advocate and promote walk – talk where we encourage people to be the brand ambassadors of the company.

# CSR – Corporate Social Responsibility

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| **Euronet Worldwide India Pvt Ltd** | **Sr. HR Business Partner** |  | **May 2010 – Dec 2012** |

Euronet Worldwide, Inc. (NASDAQ: EEFT) facilitates the movement of payments around the world and serves as a critical link between the company partners — [Financial Institutions,](http://www.euronetworldwide.com/partners/financial_institutions.cfm) [Retailers,](http://www.euronetworldwide.com/partners/retailers.cfm) [Service Providers](http://www.euronetworldwide.com/partners/payment_service_providers.cfm) — and their end [Consumers,](http://www.euronetworldwide.com/partners/consumers.cfm) both locally and globally. Founded in 1994, Euronet has established itself as a leading electronic payments provider. Some of the key responsibilities and achievements at Euronet include the following:

# Talent Management - Responsible for the entire gamut of recruitment activities, Sourcing, Talent management and Retention Conducting final HR Interviews/negotiations along with offer roll outs.

**MIS and Documentation** - Process Owner of HR MIS Reports pertaining to Payroll, EIS, Compensation & benefits, Leave Management System, Attrition/new hire Analysis, Management reports to BU Heads.  Responsible for Documenting and rolling out New SOPs or updating existing policies

# Employee logistics - Ensuring smooth on boarding of employees supported through proper documentation of personnel records, and all internal/external joining related formalities and also Handling Employee Exits, F&F settlements.

# Training Coordination and CSR

* Identifying employee training needs and creating training schedules along with the local Management team.
* Organizing various training programs for Communication, Management Development Programs and Process Labs.
* Leading the company cultural committee and responsible for conducting various social and charity events.

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| **Yardi Software India Pvt. Ltd** | **Senior Recruitment Associate** | **Nov 2005 – Dec 2008** |

Yardi Software India Pvt. Ltd is a 25 year old US based Multinational that provides solutions for Asset & Property Management through its primary product Voyager for more than 20,000 clients worldwide. It is the market leader (with over 40%) in real estate Management in the US. Some of the key responsibilities included the following

# Recruitment

* Creating staff augmentation plans and devising retention policies.
* Establishing MOU’s and Recruitment contracts/ties with established vendors/consultants/Job Portals for sourcing, placement activities. Main SPOC for all Campus Placements.

Responsible for end to end hiring activities and ensuring availability of skilled manpower as per business needs

# Employee Orientation

 Responsible for orientations of new employee towards the company culture, process and policies and likewise, ensuring smooth exit interviews, exit formalities and handling F& F settlements.

# Training Coordination and Grievance handling

* Organizing training programs based on identified business needs.
* Trainer and Trainee feedback management
* Employee counselling and Grievance handling. Responsibly facilitating employee concerns and complaints.

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| **Tieto Software Technologies** | **HR Executive** | **July 2004 – Aug 2005** |

Tieto is a Finnish company headquartered in Finland and spread over 20 Countries around the world with more than 200 clients. It is one of the leading providers of Healthcare Solutions to over 100 odd Hospitals mainly in Germany and Europe. Some of the key responsibilities included

# Recruitment and Resource Management

* Responsible for establishing marketing ties with Job Portals (Naukri and Monster India) and Consultants for sourcing good candidates. Main SPOC for drafting, designing and placing advertisements in the Print Media for different Job Openings.
* Managing the skill matrix and sourcing & placing appropriate resources within different departments and Project groups of the Organization.
* In charge of Employee leave Management system and handling weekly timesheets.

# Documentation

* Maintaining the document repository related to offer letters, relieving/experience letters, appraisal and increment letters.

**EDUCATIONAL DETAILS:**

* MBA in Human Resources and Personal Management from Symbiosis Institute of

Management Studies (SIMS)

* MA (Political Science) from Osmania University.
* BA (English, Psychology) from St. Francis College, Hyderabad.
* Diploma in Public Relations from Bhavan’s College of Management, Hyderabad.

**CERTIFICATIONS AND TRAINING**

* Completed the “Accelerating Leadership” training program from the Indian Institute of Management, Ahmedabad (IIM-A) in September 2016.
* Successfully completed a Management Development Workshop conducted by Pragati Leadership in June 2012.

**AWARDS & RECOGNITION**

* Awarded Employee of the Quarter for outstanding contribution in HR at Euronet – Q1 2012.
* Vested with the Spot award for HR leadership at IQR – Q2 2015.