**Objective:** To enable organizations achieve business goals consistentlyby aligning HR to business requirements and creating a performance driven culture and grow with the organization.

**SUMMARY:**

Syed has a rich experience of over 13.07 years working with global companies like MphasiS, The Ken Blanchard Companies in Organizational Development & Learning arena (strategic and operational) roles as well as Indian peer plays such as ANI Technologies and Utopia Global Inc.

He has extensive experience in the areas of designing and executing the entire Training life-cycle, Leadership Development at all levels, Talent Management, Organization Development, Performance Management, Employee Engagement, Executive Coaching, E-Learning transitions and large scale change management. Familiar and in depth experience with creating Learning Organizations & Cultures, managing and leading Learning functions has enabled Syed to deliver solutions which have made a significant impact to the business and to the individuals.

**Career Growth in 13.07 years of working life**

* **Utopia Global Inc.** (Global Data Solutions Company, SAP-approved solution extension- SOLEX partner) as Associate Director & Head - Talent Development reporting to Global Head Human Capital & COO **since April 2016.** (Employees 500+, Turnover INR 5 Billion+, Team Size 5)
* **ANI Technologies Pvt. Ltd.** (Mobile & E-commerce Company) as Head Organizational Development & Learning reporting to Chief People Officer, **Oct 2014 to April 2016**. (Employees 18000+, Turnover INR 10 Billion+, Team Size 7)
* **The Ken Blanchard Companies** (Leading Leadership Development & Coaching Solutions Provider) as General Manager Business Consulting & Training reporting to the Chairmen & CEO from **April 2013-October 2014.** (Employees 500+, Turnover INR 5 Billion+, Team Size 3)
* **MphasiS India Pvt. Ltd**. (Leading IT solutions provider, offering Applications, Business Process Outsourcing (BPO) and Infrastructure services globally through a combination of technology knowhow, domain and process expertise) as Global Manager Learning & Development reporting to VP & Head OD&L **from August 2003 to April 2013.** (Employees 10000+, Turnover INR 500 Billion+, Team Size 2)

**Specialties:**   
  
**Talent Management:** Custodian of talent review process to differentiate roles, identify pivotal talent, and document a robust succession plan.  
  
**Leadership Development:** Designing and institutionalizing Leadership Development Framework to support leaders accelerated learning and growth.  
  
**Organization Development:** Designing and aligning of the enterprise and teams to the culture and values. Ensuring that the Managers and Leaders are creating the right environment for the employees to work and the Organizational policies, systems and processes are helping employees to maximize their performance.  
  
**Performance Management:** Align all the employees to Organizational Goals, Maintain / improve performance, Reinforce organization core competencies.

**Performance Consulting:** Consult to analyze/improve human performance of Organization.   
  
**Employee Engagement:** Assess commitment of the employees to the organization & its goals, framework for Great Places to work, increase employee Glassdoor reviews and organization rating  
  
**Strategy & Operational Planning:** Conceptualize/implement initiatives for talent development in the workforce.   
  
**Alliance Building:** Build strong stakeholder relationships working with Biz leaders/HR, understand business direction, and define learning strategies to support Business priorities.   
  
**Operational Excellence:** Manage large scale L&OD Ops effectively, optimally utilizing resources leading to operational efficiency/optimal budget management.

**Major Achievements**

* **Strategic HR:** Developed HR Strategy, Organization Design (Short Term & Long Term) and ensured timely execution by aligning business and people needs towards achieving organization goals

* Developed and executed HR policies, systems and processes in line with business objectives
* Implemented dynamic Performance Management System and Job Evaluations (HAYE EVALUATIONS & Balanced Score Card)
* Reduced recruitment cost & lead time for senior positions by 20% and also executed time bound mass recruitment campaigns, including Campus recruitment
* Manpower Planning & Budgeting for effective implementation of Business Strategies – **Talent Acquisition & Retention**
* **Increased Employee Engagement scores / index (from 3.9 to 4.2- Glassdoor Rating)** resulting in higher productivity & talent retention through various initiatives- creating performance centric work culture
* Streamlined **compensation management and statutory compliance**
* Developed **in-house training modules and trainers in various functions**
* **Introduced MOOCs as an alternative learning platform that employees can explore to build their skills-** **which resulted in a saving of thousands of Dollars in training investment**
* **Designed Expertise Management System (Internally Developed Tool)-** The tool is used extensively for Skills Assessment, Career Architecture & Resource Deployment
* Developed **Talent Review Process**- to identify HiPO talent
* Designed talent retention strategies, succession plans and IDP's that address key talent gaps in a timely manner
* Designed **Leadership Development Framework** for all levels in the organization to help maximize performance from teams and to build the future pipeline of Leaders
* Have always functioned as a conscience keeper of the organization, providing value added advice

**Major Achievements in Various Organizations**

**Utopia Global Inc. (Global Data Solutions Company, SAP-approved solution extension- SOLEX partner)**

**Accountabilities:**

* Conceptualizing, planning and implementing various HR Strategies to create performance driven work environment
* Assuring manpower budgeting for existing / new business verticals (R&D center, Onsite Projects in US, Middle East, Europe and Australia)
* Employee Engagement initiatives to increase EI scores, address attrition and to increase Glassdoor Rating
* Learning and Development Framework for future business ventures and 5X growth plans
* Performance Management including Balanced Score Card and Leadership Values
* Talent Management, Talent Development, Succession Planning, Leadership Development
* Employee communication – Intranet, Newsletter, town hall meetings
* HR Operations – Selection to Separation, Managing the entire employee life cycle, statutory compliances
* Employee induction, on-boarding to ensure new joinees are productive within shortest timeline
* Also, managed Administration and Statutory Compliances

**Highlights:**

* Aligned HR to Business Goals
* Streamlined HR processes and systems to resolve employee issues and effective communication
* Essayed a key role in designing and implementing a robust Performance Management System (Balanced Score Card Model with Leadership Values) that led to creating a performance driven culture
* Lead role in developing and implementing employee engagement initiatives and reward programs that reduced attrition by 12% and increased Glassdoor and EI score (Great Place to Work Survey)
* Major Performance improvement & Job Clarity and automation initiatives taken that resulted in manpower optimization from 240 employees to 190 employees, thereby enhancing the profitability of the organization
* Benchmarked compensation and developed dynamic compensation structure comprising of fixed and variable pay
* Pivotal in introducing HRIS and took proactive steps to improve HR reporting & giving a better picture about the organization to the management
* Learning & Development framework for future business ventures that enhanced speed of operations
* Created meaningful and effective review meetings with all stakeholders to ensure focus and implementation of initiatives and corrective measures
* Created a bench strength of graduates and MBA’s for energizing the organization
* Created & executed Management Development program for Frontline Managers & Leadership Development program for Mid to Senior level leaders

**ANI Technologies Pvt. Ltd. as Head Organizational Development & Learning (Corporate) - Mobile & E-commerce Company**

* Implemented Hay Job Evaluation across various business verticals, in line with making Balanced Score card more dynamic
* Implemented PMS effectively in line with Balanced Score card and Bell Curve
* Successfully introduced Development Center for managerial and leadership roles
* Introduction of effective 5-day induction program and managing the entire employee life cycle
* Employee engagement initiatives (Stay Interview, Town Hall, Employee Satisfaction Survey, Suggestion schemes)
* Succession planning through on the job training, mentoring and psychometric tests
* Executed reward & recognition programs and compensation management
* Create and execute L&D flagship programs with focus on core leadership behaviors for 7000+ employees across 24 locations and 6 cities across India
* Continuously researched and developed new solutions to increase reach and effectiveness of leadership strategy and deploys leading-edge solutions that are aligned with the business requirements/priorities.
* Independently managed strategic HR projects. This includes leading and executing on complex, cross functional, cross-site or wider influencing projects
* Worked directly with HR constituencies and business leaders to build the capability of the business in terms of leadership skills and competencies
* Design EVP from employee branding perspective

**The Ken Blanchard Companies as General Manager Business Consulting & Training- Leading Leadership Development & Coaching Solutions Provider**

* Have worked with a varied clientele, including Braun, Hewlett Packard, The World Bank, Reliance Industries Limited, Malaysian Consulate, Citibank, RBS, Ceat, Vidyalankar Institute of Technology, Deepak Fertilizers, Indus Towers, Capgemini, JP Morgan, BASF, Bharti Airtel, Mahindra & Mahindra, Bharti Airtel, Genpact, BASF, Honeywell and Lupin
* Delivered various projects involving Conducting BEI’s, Designing Competency Studies, Competency Mapping, Designing Assessment Centers and Development Centers, 360- Degree Feedback Design, Designing IDP’s, HiPO Retention and Development
* Certified Consultant and Licensed by the Ken Blanchard & Companies USA to deliver on the Blanchard Products, Situational Leadership II, High Performing Teams, Change Management and Live on Line Training
* Facilitated and assessed more than 150+ programs focusing on Leadership and Behavioral Skills and Organization Culture cascade and assimilation
* Involved in creating and grooming internal trainers to create sustainability of training interventions
* Recipient of the ‘Service Star Award’ in 2013 & 2014 for contributing significantly to the business by maintaining High Quality Standards
* Applying systematic learning processes and technologies towards delivering learning solutions to unique business needs across India

**MphasiS India Pvt. Ltd. As Global Manager Learning & Development- Leading IT solutions provider, offering Applications, Business Process Outsourcing (BPO) and Infrastructure services globally**

* As internal consultant worked with Senior Management to design and execute various HR strategic planning initiatives. Pioneered Net Promoter Survey (NPS) as metric for measuring employee loyalty &advocacy
* Connect with stakeholders (HRBPs, Business HR Heads and Business Leaders) on a regular basis on updates, trends and gaps with respect to the learning goals & targets for that vertical
* Seasoned facilitator (trainer) (Facilitated classroom & virtual programs on behavioral skills/competencies like Change Management, Execution excellence (4DX (Franklin Covey), Coaching, Leading & Managing Teams/Stakeholders
* Designed various in-house training programs on Building Personal Accountability, Stakeholder Management and Leadership Skills which are currently in implementation and has been rolled out for over 27000 employees
* Recipient of various Star Awards. This award is given in recognition for upholding the organizational values, achievement of Key deliverables by displaying exceptional accountability and a keen drive for results
* Awarded with the Best Team of the month on 8 occasions since Feb 2007 till date
* Received award for Best SME for the month on 4 occasions in 2006
* Have received numerous appreciations in Global Learning and Development Manager Role and Facilitator role

**EDUCATION:**

* B.com- Bangalore University
* Executive Program in Human Resource Management (EPHRM)- IIM Calcutta (2015- 2016 Batch)

**CERTIFICATIONS:**

* Execution excellence -4DX Franklin Covey
* Leading the Change -Kotter's International
* Situational Leadership II- Blanchard International
* Building High Performing Teams- Blanchard International
* High Impact Presentation Skills- Dale Carnegie
* Sales Advantage- Dale Carnegie
* Lateral Thinking- De Bono
* Mind Maps- ThinkBuzan
* Crucial Conversations- VitalSmarts

**Industry Forum Membership:**

* International Coach Federation
* Association of Talent Development (ATD)
* Corporate HR Heads
* CLO- Chief Learning Officer Forum
* ITOL- The Institute of Training and Occupational Learning (International HQ)