**Natasha**

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## Profile Summary:

A Human Resource professional holding more than10 years of cross functional experience in Human Resources, Business HR, Talent Management, Employee Relations, Performance Management, Training, Operations, Problem solving skills, Employee Engagement and Satisfaction.
Expertise in HR Business Partner Role, Induction, Retention, Performance Management, Employee Grievances, Leave Management, Event Management and Training and Coaching, HR policies development and implementation.

## Achievements:

* Sole HR contact for a one of the sites comprising of 750+ employees overlooking the HR activities and was recognised at a ‘Lone Ranger’- 2017
* Played an important role in streamlining and implementing the Global Induction Program for the Hyderabad site - 2014
* Awarded Falcon award for outstanding performance during the Quarter- 2014
* Awarded as Best Employee Relations Manager of the Quarter for securing highest score on HR metrics- 2007

### Education:

Master in Business Administration (Human Resources) Hyderabad, India (2009-2011)

Bachelor of Commerce (Advertising & Sales promotion) Hyderabad, India (2001-2004)

### Professional Experience - Human Resources:

**IKS (Inventurus Knowledge Solutions) Health (Hyderabad- India- 14th October 2013 onwards)**

**Role:** **Human Resource Business Partner**

* Partner with business units to translate the business strategy and while assuring compatibility with company’s values, ethics and policies.
* Gather information from employees by ways of Focus group discussions, skip meetings, floor pulse and provide analysis and recommendations in areas such as talent management, Organizational development and employee development.
* Work closely with management and employees to improve work relationships, build morale, and increase productivity and employee retention.
* Counsel and coach employees and managers regarding HR issues, practice and policy including employee relations, performance management, facilitation of formal/informal grievances to resolution, disciplinary actions and terminations.
* Help managers identify training needs for business units and individual coaching needs.
* Audit and manage annual Performance Management Cycle for the business units by providing training on how to do appraisals, coach leaders to effectively provide feedback to their team members.
* Assist in compiling various HR metrics, analyzing, reporting and identifying trends within the business units relating to attrition, career development and engagement levels among employees.
* Develop and implement HR policies and procedures.
* Create awareness among employees about change in company policies and processes.
* Analyse the root cause for employee attrition within the business and provide solutions for retaining employees through guidance, coaching and retention strategies.

**Role:** **Human Resource Manager:**

* Partner with the recruitment team in evaluating the potential candidates by conducting stability checks and setting realistic expectations with potential hires.
* Plan for Induction programs for new hires and ensure the new employees are aligned with the business units and understand their role within the organization in view with the company’s mission, vision and values.
* Support management team and ensure HR processes are implemented in compliance with the required standards and requisites.
* Develop and implement HR policies and procedures. Provide policy support and policy interpretation when needed.
* Facilitate internal movements through internal job postings; coordinate the end to end IJP process.
* Handle day to day queries from the floor.
* Manage and coordinate employee Wellness, Rewards and Recognition and Incentive Programs.
* Conduct exit interviews for employees and provide insights to the corporate team for future analysis.
* Coordinate and work closely with the team to facilitate any organization changes and ensure smooth transitioning among employees.

**Apollo Health Street Pvt Ltd. (Hyderabad- India- Feb 2011 to Dec 2011)**

**Designation:** Assistant Manager

**ProKarma Softech Pvt LTD (Hyderabad- India- Sep 2010 to Feb 2011)**

**Designation:** Senior HR Executive

**Genpact (Formerly GE Capital International Services) (Hyderabad- India- April 2004 t0 Nov 2009)**

Designation: Assistant Manager, Management Trainee, and Process Developer

### Role: Employee Relations Manager:

* Coordinating Resource planning basis ramp up and Sourcing of candidates through Internal job posting, Referral programs.
* Arranging the Induction of staff and conducting Educational sessions on Work Environment, Salaries, Incentives, Promotional opportunities, Organizational policies and essential Employee related tools
* Providing advice and information to Operations team on workplace related Policies and Procedures, Performance management and Disciplinary matters and monitor adherence.
* As part of the committee, responsible for examining and resolving disputes and grievances arising out of the workplace, investigate, report and action as per committee’s discretion. This involves cases relating to Harassment of any nature.
* Maintaining and auditing personnel records and associated human resource Information systems including Leave, Corrective actions, Performance improvement plan and relevant work life events.
* Driving Employee retention via implementation of HR practices like equal opportunity, Early Warning system, systematic Growth plan for Employees, suitable Internal job postings, Promotional opportunities and Up skilling the employees through Personal development training programs.
* Work with the OD manager to drive and coordinate ESAT actionable for the site.
* Organizing & monitoring end to end Performance evaluation cycle, Annual appraisals, Compensation & benefits review and revision
* Auditing HR processes like Variable Incentive program, Promotion Evaluation Panels and Employee exit formalities.
* Conducting Fun at Work, employee participation initiatives like Family connect, Sports and cultural events to increase employee Engagement and Morale
* Attending to High Impact touch points & strengthening Employee relations through Rewards & Recognition & celebrating Anniversaries.

### Operations Management

**Teleperformance (Ann Arbor-Michigan, USA- 1st April 2013 to 31st July 2013)**

**Role: Team Supervisor**

* Leading a Team of 20 customer service representatives assisting users of Smart phones.
* Operations support and Floor control.
* Reviewing and feedback of team’s calls, reporting of agent Utilization, AHT and breaks.
* Weekly review and coaching for improvement of each CSR’s overall performance.
* Floor support and Resolution of escalation cases, Knowledge sharing of products & processes.
* Coordinating with the Training team and Management to improve quality and efficiency of Escalations team.
* Collaboration with clients to resolve complex issue

**Teleperformance (Ann Arbor-Michigan, USA- 12th Oct 2012 to 31st March 2013)**

**Role: Customer Service Representative**

* Assisting users of Smart Phones, answering queries about the device and helping to troubleshoot their issues
* Assisting customers with Warranty Replacements, Order cancellations and Refunds
* Coordinating with other departments to ensure all customer queries are answered

**Training & Workshops:**

* Human Resources Leadership Path, Hiring Skills workshop
* Foundations of Leadership
* Six Sigma & LEAN Training (Trained and Tested)
* Email Etiquette
* Hiring the right people

**Personal Details:**

Nationality: Indian

Visa Status: On Visit