

**ALKA**

Curriculum Vitae



**HUMAN RESOURCES MANAGEMENT**

**PROFESSIONAL**

Email: alka.13943@2freemail.com

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**HR OPERATIONS MANAGEMENT | POLICIES & PROCEDURES DEVELOPMENT । RECRUITMENT & RETENTION**

**Snapshot:** History of significant achievements and commendations in more than 13 years of distinguished career spanning across India and Middle-East (Kuwait & Dubai) in various industrial sectors. A results oriented, hands-on individual and a company focused leader in increasing operational efficiency, & profitability with high end result. Has an extensive background in HR generalist affairs with an experienced blend of multicultural environments from national to international markets.

**Profile Synopsis**

* Astute leader with over 13 years of rich experience in HR functions with excellent understanding of Human Psychology. Expertise in delivering sustained organizational growth in dynamic environments, establishing structure, building employee value, driving vision and achieving critical strategic goals.
* Exceptional relations building skills with ability to develop and nurture productive relations at various levels within and outside the organization. Deep sense of values, ethics, discipline, personal conduct, Integrity gained via rigorous and exacting standards; equipped to handle senior managerial assignments in the Corporate Sector.
* Competencies in managing entire range of HR functions – Human Resource Planning, Talent Acquisition , Industrial Relations, Performance Management, Employee Service Conditions, Safety, discipline, Grievance handling, legal and statutory matters, Liaison, Training and Development, succession planning, employees retention and Rewards management. Hired over 1000 blue and white collared employees.
* Proven track record of implementing complex cross-functional HR strategic initiatives and incorporate processes and policies, unique to the needs of the business. Liaising between senior management, employees & other stakeholders to ensure proper lines of communication critical in addressing/ resolution of myriad issues.
* An intrinsic communicator with exceptional interpersonal and relationship management skills with an ability to maintain cordial relations with a wide section of people. Highly interactive, analytical and influencing with adaptability to frequent changes and high competition under pressure.

**Core Competencies**

**Career Contour**

**STEEL-X GENERAL TRADING & KREATIV HOSPITALITY, Dubai, UAE**

HR MANAGER (23 SEP 2013 – PRESENT)

**RIZZANI/OHL JOINT VENTURE - KUWAIT**

HR & PAYROLL SPECIALIST (10 AUG 2011 - 20 JUL 2013)

**ALMAILEM GROUP OF COMPANIES - KUWAIT**

SENIOR HR OFFICER (01 MAR 2008 - 01 AUG 2011)

**DAR AL-SHIFA HOSPITAL - KUWAIT**

RECRUITMENT OFFICER (15 JUL 2007 - 28 FEB 2008)

**CIPLA LTD - India**

H.R.OFFICER (2001-2003)

**THEMIS PHARMA - India**

EXECUTIVE (1996-2000)

**Domain Skills**

* Develop annual business plans through research and requirements analysis. Optimize and align HR strategies and activities entailing employee relations, performance management, compensation and benefits, learning & development and disciplinary actions.
* Developed/ maintained productive business relationship with sourcing channels and ensured effective and cost-efficient talent acquisition and retention at all levels.
* Designed and developed interventions for orienting new hires including creation and revision of employee handbooks and conducted awareness workshops on organizational culture, mission, vision and values.
* Liaised with the line managers with regards to management reporting, backend recruitment activities and grievance management.
* Driving full performance management process through implementation of a Performance Management System which includes data collection and sources, benchmarks and performance targets.
* Steer Performance management activities including Goal setting, self-assessment, PIP- Performance improvement plan, year-end appraisal, ratings and compensation.
* Effectively derived initiatives for identifying & assessing competencies through detailed job descriptions and performance matrix system.
* Monitor performance of multi-skilled workforce and develop an appropriate reward and recognition system that appreciates the efforts of the workforce encouraging them to perform better.
* Ensure everyone is fully informed of development objectives, achievements and correctional counter measures and disciplinary actions due to low performance.
* Ensure systematic Learning & Development through various activities including arranging trainings and continuous follow-up for skill and behaviour development of employees.
* Guide business unit heads with regards to HR operations, benefits, salary administration, organizational development, change Management and other key HR areas.
* Developed & implemented Human Resources Policies & Procedures post research on latest Human Resources Management practices, Employment Legislations and Compliance.
* Implement various process improvement processes aimed at upgrading the human resource functions. Ensured availability of critical resourcing metrics and management information to enable decision making process.
* Maintain records and compile statistical reports concerning personnel-related data such as hires, transfers and absenteeism rates etc., for employee benefits.
* Oversaw all activities of payroll department and ensured all HR transactions are processed in compliance with global and regional HR policies and procedures.
* Direct staff welfare policies with key focus on enhancing employee motivation ensuring optimum and effective utilization of funds in providing a pleasant work environment with basic amenities on the premises.
* Plan, design and formulate departmental programs, policy systems & procedures and oversee their effective implementation ensuring alignment of team deliverables to business objectives of the organization.
* Devise creative, cost-effective incentives & morale-boosting programs to increase employee satisfaction and productivity.

**Achievements**

* Successfully completed set-ups of HR Dept including formulation of policies & procedures, employee handbooks, organizational restructuring, manpower planning and Performance management system development.
* Implemented best practices in recruitment to attract maximum response to openings with minimum cost.
* Designed and implemented competency-based selection processes and structured interview processes.
* Developed employee engagement surveys that measured employee satisfaction and identified areas that require improvement.
* Analyzed job requirements and implemented several training programs for various job levels.
* Developed & implemented payroll procedures using the HRIS system thereby ensuring the payroll transaction accuracy in accordance with set regulations, policies & procedures.
* Ensured smooth transition to a medical provider which provided significant medical benefits and boosted staff morale.
* Monitored costs v/s budgets to ensure costs saving targets are adhered to that help the organization to achieve the business goals and objectives.

**Academic Credentials**

* **Master’s in Business Administration (MBA), National Institute of Management**

Human Resources & Retail, Mumbai, India, 2007

* **Master’s (M.Sc.), Biochemistry**

Mumbai University, Mumbai, India, 1993

* **Bachelor’s (B.Sc.), Microbiology & Biochemistry**

Mumbai University, Mumbai, India, 1991

**Certifications**

**Institute: Carlton Advanced Management Institute and World HR Board**

* Certified Compensation Benefits Manager (CCBM)
* Certified Recruitment Analyst (CRA)
* Certified Performance & Competency Developer (CPCD)
* Certified Trainer Facilitator (CTF)
* Certified Psychometric Test Professional (CPTP)
* Certified OD Analyst (CODA)
* Certified OD Developer (CODD)
* Certified Assessment Center Analyst (CACA)
* Certified HR Analytics and Metrics Professional (CHAMP)

**It Skills**

Proficient in Windows, MS office (MS Word, Excel, Power Point, Outlook), Payroll Software (Smart Solutions)

**Personal Dossier**

* **Date of Birth**: 12thMay 1971
* **Languages Known**: English, Hindi, Tamil
* **Nationality**: Indian
* **Visa:** Resident of UAE (Sponsored by Husband, Valid till 09/08/2016)
* **Driving License:** Valid Kuwait