# Santosh

**Email**: [santosh.336699@2freemail.com](mailto:santosh.336699@2freemail.com)

Dear Hiring Manager,

As a Human Resources Professional and an emerging leader with 13 years experience in the field of HR in strong Retail and Hospitality industries, I offer my expertise to take up the bigger accountabilities in the domain of HR Generalist & Administration thereby building organizational culture and creating great places to work with a focus on leadership development.

Have displayed extensive skills in creating a global talent pool for the organizations and supporting organizations to conceptualize and execute coherent internal policies and processes in a demanding environment, deadlines and budgets.

I posses strong business acumen with result orientation in strategic, tactical and execution skills in **Retail** - High end Luxury, Value, Fashion Hypermarket, Supermarket, SIS, EBO- COCO & FOCO store, and Hospitality (5 star Hotel) sectors. Had associated with Brands like **Pantaloons Retail** (Big Bazaar, Food Bazaar, Brand Factory, E Zone, Etam, Pantaloons Fashion, Star Sitara, Furniture Bazaar, Home Town), **Landmark Group LLC Dubai** (Citymax, Gloria Jeans Coffees, Funcity, Sanjeev Kapoor The Yellow Chilli, Max Retail, Lifestyle, splash, shoemart, Babyshop, Centrepoint), **Tata Retail Enterprises** (Westside, Star Bazaar in JV with TESCO, United Colours of Benetton, ZARA fashion)

Some of the notable functional strengths are:

* I was instrumental in setting up organizational system & design from scratch.
* I have made vital contribution, predominantly in the areas of Talent Management, Performance Management System, Organization Effectiveness, Learning & Development, Total Rewards and HR System Automation & Digitization.

I'm writing to apply for the position of Human Resources in your company. I am confident that my skills are well-aligned with the role, and that I would be an excellent fit for your organization.

I have enclosed my resume for your consideration. Please feel free to contact me via phone or email at a time of your convenience to discuss my background as well as the requirements for the role.

Sincerely,

Santosh

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## HUMAN RESOURCE MANAGEMENT PROFESSIONAL

**(HR BUSINESS PARTNER | HR GENERALIST | RETAIL HR OPERATIONS |TALENT MANAGEMENT)**

A **strategic, senior HR management professional with over 13 years** of performance driven experience (India & UAE) in Retail and Hospitality sectors handled Store HR, Retail Office HR, Retail Buying & Sourcing HR, Distribution Centres HR roles across **recruitment & selection, performance management, career & succession planning, talent management, organizational change management, training & development, compensation and personal development**. Demonstrated strengths in contributing to organizational success by managing, **reviewing and understanding organization’s mission**, strategic objectives and policies. A **consistent performer** having successful track record of making visible contribution to raise productivity with deft application of **HR and administrative skills** and competence in all the aspects of HR Operations. **Hold distinction In managing huge number of manpower at PAN India level** with expertise in **expatriate management** and excellent ability to interface with **people from diverse backgrounds and geographies**.

#### Key Skills

* Store HR setup from Scratch
* Retail Recruitment & Selection
* Sales Training & Development
* Performance Management
* Strategy planning
* HR Business Partner/Generalist
* Compensation & Benefits
* Local Country Labour Compliance
* Change Management
* Stores Policies & Procedures
* Store HR Budgeting & Forecasting
* Career & Succession Management

#### CAREER REVIEW

Mar 2012 – Mar 2016: **Nutrela** (Food Retail & FMCG Group), Mumbai, India as Head Human Resources

Jan 2011 – Jan 2012: **Tata Retail Enterprise** (A Tata Group), Pune, India as Manager - HR

Jul 2007 – Feb 2010: **Citymax Retail Pvt Ltd.** (Landmark Group LLC Dubai), Mumbai, India as Manager - HR

Jul 2005 – Jun 2007: **Pantaloons Retail (I) Pvt Ltd** (Future Group), Mumbai, India as Executive – HR

Apr 2003 – Jun 2005: **Hotel Grand Hyatt** (Hyatt International), Mumbai, India as Coordinator- HR

#### PROMINENT DELIVERABLES

**Nutrela (Ruchi Soya Industries Ltd)**

* Headed HR & Administration function Independently in a matrix run organization for **2500 employees** for **PAN India, Bangladesh** &
* **Nepal** with support of **11 member HR team**. Created HR as a profit centre by endorsing various HR services to other group companies.
* Set HR system from **the scratch for a new business vertical**, played a pivotal role in business demerger from the group. Brought HR cloud based Automation system to increase HR efficiency to support real time, paperless service to the employees & Management.
* Supported Business by bringing in different **HR Frameworks** which helped indirectly to achieve the business goal within stipulated timeframe. Desinged Talent Management framework, Learning & Developemnt Framework, Compensation & Benefit framework.
* Made significant contribution in the change management by transitioning the company from traditional approach to professional way of HR environment. Designed & implemented employee engagement framework resulting reduction in attrition to **5%** from **30%.**

#### Tata Retail Enterrpise (A Tata Group)

* Independently managed overall HR & Administration activities for Fiora Services Business, including (Warehouse) Distribution Centre of Westside, Star Bazaar stores, Sourcing Offices across **PAN India** for the **2000 employees** with support of **4 member HR team**.
* Created Best Place to work environment with different employee initiative in terms of Employee Development, Employee engagement, brought people practices as per TATA value culture system, rated best amonst the TATA Enterprise Business.
* Developed a talent pool for new qualified professionals in the system and implemented town hall meeting system with business CEO on monthly basis. Resolved issued related to people practices within 2 month of joining making best place to work.
* Launch of new Functional Onboarding process to help the new hires adjust to social and performance aspects of their new jobs quickly and smoothly and thereby shortening the time taken by new hires to become productive

#### Citymax Retail Pvt Ltd. (Landmark Group LLC Dubai)

* + Established Citymax line of business by setting up HR Department from the scratch for PAN India HR operations for employee strength of **3500 workforce** for different **Retail**, **QSR**, **Entertainment**, **International Coffee chain** format.
  + Recruited 2000 workforce in 9 months of time with a **TAT** of **15 days** within stipulated lowest recruitment budget.
  + Created company structure by devising **grading & compensation structure**, **designed Job Description** for each position with career path, designed **employee handbook**, created “**I’m Your Buddy**” system to ensuring every employee gets a close attention & support.
  + Ensured Landmark Group code of conduct are implemented without any error from the day one.
  + Meticulously introduced & implemented **PMS** on quarterly basis to ensure employee performance & Business growth.

#### KEY ACHIEVEMENTS

* Instrumentally designed & implemented a Performance management system on **quantifiable ‘SMART’ criteria for mid to senior management employees.**
* Hold credentials in developing an Internal Trainer through ‘Trainer the Trainer Programme” to ensure 8 man days mandatory training for different lines of business to ensure highest efficiency at lowest training cost.
* Successfully managed the **Job Evaluation for 40 positions** through Mercer that resulted in bringing an appropriate organizational structure, design and Compensation across organization.
* Significantly **conceptualized various Career Development plan** for **Senior Management level 50 positions** within the system

### Meticulously **implemented Cloud base HR Automation** to bring in paperless, effective, real time HR support to employees and Top Management by way of various dash board reports to have clear understanding about the top HR resources.

* Stellar in achieving the recruitment **TAT reduction from 60 days to 30 days** by introducing best candidate evaluation practices through bringing in psychometric, analytical test screening, interview panel tiering and instant offer.
* Distinction in controlling the manpower cost all time low through effective planning of people resources and **recorded attrition control to 3%** by way of various employee engagement initiatives programme
* Made vital efforts in developing competency framework to **benchmark employee potential and further development linking it with Talent Management programme.**

### Instrumental in implementing an outbound training programme for Middle, Senior Level professional which resulted in reducing the performance blockages and achieved the business objectives

* Played a pivotal role in implementing people matrix concept to clearly defined high potential & performing employees within the system that resulted in improving the overall productivity
* **Spearheaded the HR operations** to manage recruitment & selection, performance management system, career & succession planning, organization policies & procedure, training & development, employee compensation & benefits, personnel administration and employee welfare & engagement initiatives
* Successfully **deployed a blend of learning modes to address capability gaps**, facilitate annual Training Need Analysis exercise using inputs form to reap up the gap areas
* Hold distinction in managing Bulk recruitment and set pre-opening stores (Hypermarkets, Supermarkets). **Developed and implemented company-wide Learning & Development solutions** to support the growth of individuals & teams

### Recommended Wage and salary system as per line of business and implemented IDP (Individual Development Plan) exercise by way of task list on the base of the Job Description for support functions.

* **Developed and implemented Pay Management (Fixed & Variable),** Market Benchmarking, Long Term & Short Term Incentive Plans, Deferred compensation, including ESOP, Compensation Fitment for hiring, Benefits Policies & Plans, including GPA, Mobility policy/guidelines

### Set up processes for hiring candidates at middle and senior level through HR tools, including:

 Thomas Profiling, 16 PF, FIRO ‘B’. Sourced candidates through Newspaper Advertisement, Job Portals, Social

Networking sites, Headhunting, Campus Recruitment, Placement Consultants etc.

* Introduced Performance Management System by Balance Scorecard Method and BARS method with key focus on the top down deployment of Key Result Areas of executives

#### KEY CONSULTING PROJECTS

1. **Confluence HR Advisor** as **Practice Head HR**, Mumbai, India **Apr’ 16 onwards**
   * Consulting small and medium scale companies to set up HR system & process, Performance Management System, Compensation & Benefit, Career & Development plan
2. **Gili Retail Ltd** (Gitanjali Luxury Retail Group) as **Manager HR**, Mumbai, India (Retainership Contract ) **Feb’ 10 to Jan’ 11**
   * Handle end to Human Resources of 2000 employee strength PAN India for Luxury Diamond Studded Jewellery different lines of Retail Business – SIS, EBO- COCO & FOFO and Factory.

#### NTERNATIONAL HR CERTIFICATIONS

* + Fellowship in Strategic HRM from Carlton Advanced Management Institute USA & Middle Earth Consultants, 2013.

 Certified Organization Development Analyst (CODA)

 Certified Organization Development Developer (CODD)

 Certified Compensation and Benefit Specialist (CCBM)

 Certified Talent Acquisition Manager (CTM)

 Certified Competence and Performance Developer (CPCD)

* + Certified on Competency Mapping & Assessment Development Center from IHRD, Bangalore, 2010.
  + Certified on Thomas Profiling – PPA from Thomas International Asia Pacific, 2012.
  + Certified from Retail Association of India (RAI) as Retail Trainer, 2010.
  + Certified Advanced Excel Training from Pragati Software, 2010

## EDUCATION CREDENTIALS

* + - **Master Degree in Personnel Management** (2 years Full Time), University of Pune, 2009.
    - **Hotel Management & Catering Technology** (3 years Full Time) M.S.B.T.E, Mumbai, 2003.
    - **Bachelor Degree in Commerce** (3 years), University of Mumbai, 2003.

## ONGOING LEARNING CREDENTIALS

* + - **Post Graduate Programme in Management** for executive (2 years Campus), Indian Institute of Management Indore (IIM-I), 2016. (In collaboration with **Nan Yang Technological University**, **Singapore** – Asia’s Leading B School)
    - **General Management Programme,** Indian Institute of Management Calcutta (IIM-C), 2013.

(Residential programme at IIM Calcutta campus for working professionals)

#### IT SKILLS

* + - **SAP** - Entire Employee Life Cycle, **HRIS** - Employee Data base Management, **Megasoft** – HR End to End Solution
    - **SPINE** - Employee Database & Payroll Management and Microsoft Office Advanced (Word, Excel, PowerPoint)

#### PERSONAL DETAILS

**Date of Birth**: 16th January, 1981 | **Nationality**: Indian

**Linguistic Abilities**: English, Hindi and Marathi

| **Driving License:** Valid International Driving Permit

**Notice Period** : Immediate Joining | **Documents** : Verified Education documents by UAE Embassy