

Sahil Shetty

Zarqa Jordan

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Dynamic and results-driven HR Executive with a strong background in HR operations, recruitment, compliance, and employee relations. With extensive experience managing large-scale workforces, I excel in optimizing HR functions to enhance organizational efficiency and employee satisfaction.

Throughout my career, I have successfully:

- ✓ Managed end-to-end HR operations for thousands of employees, ensuring seamless processes in recruitment, onboarding, payroll, time management, and compliance.
- ✓ Led attrition analysis and implemented retention strategies to reduce turnover and improve employee engagement.
- ✓ Spearheaded HR process automation, enhancing efficiency in reporting, documentation, and workforce management.
- ✓ Developed and enforced employee policies, fostering a positive workplace culture while ensuring adherence to labor laws and company standards.
- ✓ Coordinated with cross-functional teams to align HR strategies with business goals, ensuring continuous growth and operational excellence.

I am passionate about people management, process optimization, and fostering a high-performance work culture. Always eager to connect with like-minded professionals and explore new opportunities in HR operations and business strategy.

Personal Details

Highest Level of Education: Bachelor

Work Experience

HR Executive

United creation LLC-Amman, JO

October 2022 to Present

Company Overview: An Apparel and Fashion company located in United Creation LLC Building, Jordan.

Role: HR and Admin Executive

Role and Responsibilities:

- **Compliance:** Collaborate at organizational levels to ensure governance and compliance with HR SOPs. Working with multiple brands like Under Armor, American Eagle, Walmart, Lululemon, Kohl's, Columbia, Champion, Sam's club, GFSI.
- **Data Management:** Maintain data management systems to ensure HR reports are submitted accurately and on time.
- **Administrative Management:** Oversee administrative functions to ensure all required documentation is provided promptly.
- **Onboarding and Documentation:** Manage onboarding processes and ensure accurate documentation.
- **Induction and Feedback:** Conduct inductions for new employees and update feedback.
- **Grievance Handling:** Address grievances, update relevant parties, and involve management as needed.
- **Food Testing:** Ensure food quality and quantity meet health and safety standards.

- **Employee Training and Development:** Provide daily training sessions on workplace management, sexual harassment, grievance policy, etc. Manage training and development programs to enhance new employee awareness.
- **Reporting:** Prepare internal and investigative reports.
- **Event Planning:** Plan and organize arrangements for company events and occasions.
- **Shifting and Work Plans:** Develop and manage shifting plans and work plans.
- **Union Committee Meetings:** Conduct union committee meetings regarding worker issues in the presence of union committee officers.
- **MMR (Man to Machine Ratio):** Oversee and manage the Man-to-Machine Ratio (MMR), ensuring optimal workforce allocation and budgeting. Maintain the organizational chart and manpower planning to align with operational efficiency.
- **Cancellations and Tickets:** Handle cancellation processes for resigned employees (visa cancellation, social security, emergency court cancellations) and issue tickets for cancelled and vacationing employees.
- **Payroll:** Manage payroll processes, including overtime management, final settlements, and manpower handling.
- **HRIS System:** Utilize the HRIS for various HR functions, including payroll, material requesting, employee data management, and more.
- **Recruitment and Onboarding:** Oversee recruitment processes and onboarding of new employees, including contract generation, HRIS documentation and personal file.
- **ATS System:** Manage the Applicant Tracking System.
- **Employee Probation Evaluation:** Conduct evaluations for new employees during their 30, 60, and 90-day probation periods.
- **Employees Exit Interviews:** Conduct attrition analysis on a monthly basis for cancelled employees and manage exit interviews.
- **PMS (Performance Management System):** Skilled in designing and implementing effective performance frameworks, setting KPIs, conducting evaluations, and driving continuous improvement for organizational success.
- **Employee Relations:** Address employee relations issues related to factory and hostel matters.
- **Labour Law Compliance:** Ensure compliance with labour laws.

Business Development Associate

Urbancompany Technologies Pvt Ltd-Bengaluru, Karnataka

August 2020 to September 2022

Used outstanding persuasion and negotiation skills to increase client spending against business development targets. Built and nurtured positive, productive relationships with operational teams to aid abilities in meeting client demands. Utilized expertise in commercialization and process development strategy, consistently delivering growth against business targets. Used outstanding planning and organization skills to manage multiple projects effectively to tight deadlines. Attended conferences and trade association meetings, representing company, building industry networks and promoting new product lines. Managed escalated client enquiries with exceptional professionalism and enthusiasm.

UrbanCompany Personal Chef Project:

- **Initial Role:** Began as an intern, eventually handling operations, PX, and CX escalations.
- **NPS Improvement:** Managed streaming operations for 100 providers, improving NPS from -10% to 72% in 3 months.
- **Travel Time Optimization:** Reduced average provider traveling time from 25 minutes to 10 minutes through route optimization.
- **Matchmaking System:** Created a provider-customers matchmaking system by analyzing order patterns and city heat maps, increasing the average rating from 4.2 to 4.8 out of 5.0.
- **KAM Model Management:** Oversaw 50 customers in the Key Account Manager model, reducing FBCE (Fulfillment Bad Customer Experience) % from over 10% in December '21 to under 2%.
- **Data Analysis:** Employed SQL and Google Sheets to analyze 5 months of data for growth planning, customer retention, report optimization, and SQL dashboard development.
- **Escalation Resolution:** Managed the customer escalation resolution system, decreasing escalation % from over 20% in December to less than 2%.

Later, I was shifted to the onboarding team, where I was responsible for onboarding partners and conducting interviews/tasks to integrate them into the UrbanCompany platform as professionals after they completed their training. My role involved:

- Converting Interviews: Successfully converting interviews into UC partners.
- Reducing Rejection Rates: Lowering the rejection rate from 60% to 25%.
- Cold Calling: Engaging in cold calling and collaborating with CST Kam to meet onboarding requirements and further reduce rejections.
- Training Follow-ups: Monitoring and following up on the two-week training period.
- Documentation: Handling documentation after selection through the UrbanCompany Partner app.
- Verification: Overseeing background and court verification with the admin team.
- Kit Issuance: Issuing kits and handing them over to the OPS team once clearance and verification were complete.

Education

BBA in Business Administration

International institution of business management and research technology (IIBMRT) - Mumbai, Maharashtra, IN
2018 to 2021

Skills

- Basic SQL
- CRM system
- Microsoft Excel
- Leadership
- HR sourcing
- Cross functional team leadership
- Interviewing
- Onboard and documentation
- Customer service
- Human Resources Management
- HRIS system
- Team management
- Payroll
- Business analysts
- Multitasking
- Talent acquisition
- Training & Development
- Google Analytics
- E-Commerce
- Employee relation
- Microsoft Word

- Communication skills
- Sales
- Human resource
- Strategic thinking
- Labor Law
- Google sheet
- Recruitment
- Marketing
- Management
- Escalation solving
- Recruiting
- Negotiation
- Computer skills
- Business development
- Administration
- Dashborad
- ATS System
- Workforce management
- Project Management
- Google Docs
- Analytical skills
- Data driven decision making
- Human resources

Languages

- English - Fluent
- Hindi - Fluent
- Malayalam - Intermediate
- Arabic - Intermediate
- Tamil - Intermediate
- Sinhala - Intermediate
- Bangla - Intermediate

Links

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Awards

Jan'22 Transformer, Urban Company Pvt Ltd

2022

Demonstrates exceptional ownership by taking accountability for responsibilities at all levels-guiding and empowering teams while ensuring alignment with organizational goals. Leads with integrity, driving excellence from the ground up.

Certifications and Licenses

Human Resources: Building a Performance Management System Management System

Certified in Building Performance Management Systems: Skilled in designing and implementing effective performance frameworks, setting KPIs, conducting evaluations, and driving continuous improvement for organizational success.