**Poonam Shukla**

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Resident: **B2601, JBC-2, JLT Cluster- V, Dubai , UAE.**

**Strategic, Operational and Techno-savvy Human Resource Professional with 11 Years of experience working in Africa and India for cross cultural organizations. I have strong business acumen, an analytical & logical bent of mind and a proven track record of stamping success. I have worked in semiformal , promoter led organizations and managed high-end pressure and overambitious times lines of my deliverables.**

**Education**

* **Master of Business Administration(Human Resource Management ), Full time IIMT** Uttar Pradesh Technical University(2010-2012)
* **Bachelor of Science, Full Time** Purvanchal University (2006-2009)

**Core Competencies**

**Human Resource Strategy & Policy Organization Development and Culture Capability Building**

**Employer Branding Talent Management and Acquisition Expat Management**

**Performance Management System Competency Mapping & Benchmarking Learning and Development**

**Compensation and Benefits Global Payroll and Statutory Compliance HR Analytics, HRMS Shared Services Setup Employee Engagement & Retention**

**Professional Experience – 11 Years, 7 years for Africa, China , Dubai and India Regions**

**Samrin Services LLP ( Noble Group SA )**

Noble Group SA is one of the largest emerging business conglomerates in Central Africa and having presence in Africa, Dubai, India and China.

**Sr. Corporate HRBP (Handling Team of 6 Employees) Period: September 2015 till December 2022**

**Location- Luanda, Angola, Central Africa, India**

Handling and Responsible for 10 Manufacturing Units, 70 Retail Stores and 4000+ Manpower.

Led HR function in India, Africa, China, Dubai having a multinational expats and local workers across locations.

**System** 🡪 **Process** 🡪 **Control**

**Notable Achievements**

* Successfully streamlined HR processes, policies and operations to optimize efficiency and communication across region for all the Manufacturing Units and Stores. (**10 Manufacturing Units + 70 Retails Stores)**
* **Hired 1000+ Expats with 95% of the retention and Employee Satisfaction**
* Set up full-fledged HR function from scratch for Dubai office, aligned policies with regulations.
* Appreciated by Group Chairman and Group CHRO for **Reduced hiring cost up to 20% of existing cost.**
* **Successfully Led the HR Automation for Group – People HR, Primavera, Net logia, Spine HRMS**
* Designed and launched harmonized **‘People Policies’** handbook.
* **Restructured the Entire Band & Grades** for All Level in the Group to maintain the disparity.
* Implemented **Candidate Relationship Management Practices** across the group
* Implemented **4 Dimensions- PMS System** for All Employees including Top Management. Aligned roles and responsibilities with Group Goals and KPI decided for Companies and Stake holders too.
* Appreciated by Group Chairman and Group CHRO for increasing quality of the people across the group
* Appreciated for the Reduction in **attrition from 22 to 9 % over the years.**
* Critically examined overall employees for Skill Analysis and Competency Mapping for **Ensuring Right fit for each position**.
* Planned, designed and executed organization structure based on **Competency and Experience Model**
* Introduced **“Employment for Wives”** for Expats those were working in overseas locations and staying with family. It had resulted into retention and high motivation.
* First time in history of organization in African regions appointed employees those are physically challenged and married women for India Region.
* Played Key role in Company reputation transformation (from an Indian Company to Multinational Company) in the Africa Regions.
* Led the launching ceremony and formation of vision statement and value statement.
* Conducted employee engagement surveys and took necessary corrective actions toward employee benefits to retain and attract top talent.

**Key Deliverables**

**Strategic Business and HR Partnership:**

* Establishing and developing strong working relationship with senior management to understand key business drivers and associated overcome current and future organisational challenges and help them in achieving business goal.
* To translate and apply strategic and business targets to HR processes, products, services, outcomes and consequences, and to develop policies.
* Developing a high performing HR organisation to guarantee the optimum results are achieved with high quality.

**Talent Acquisition (Hiring best in class):**

* Lead and develop talent acquisition team for Group Companies in Angola, Namibia, Dubai, Congo DRC, Angola, India, China and Mozambique.
* Work with the leadership team to ensure alignment of talent acquisition with the business goals, identify talent needs/or gaps to develop across the organization.
* Driving organisation’s growth story by setting up robust recruitment processes, extensive talent mapping (niche/ mass, within/ cross industry) and hiring best in class talent within strictly defined turnaround time - hired almost 20 percent of Noble's employee strength year on year, with great efficacy and quality focused approach
* Responsible for cultivating and maintaining relationships with targeted colleges/universities and managing the campus recruitment and selection process. Responsible for the management of recruiting events as well as marketing.
* Increased hiring through employee referral channel
* Developed systematic induction and on-boarding process to ensure that decrease staff turnover. Implemented 6 month Induction and on boarding program and Feedback Capture mechanism for improve to the induction and onboarding process.

**Leadership, Culture & Organization Development:**

* Led Gurukul Leadership Program across management levels to strengthen the leadership capability.
* Designed & Conceptualized Organisation Development Interventions on the theme of UBUNTU to build future fit organisation.
* Ensured that there is a robust succession plan in place for key role. For roles where there is a succession gap. Responsible for succession planning & employee career planning ensuring talent pipeline for all roles.
* Drive the Diversity and Inclusion strategy through various interventions to achieve the diversity of ratios as defined by the organisation.
* Developed a culture of respect, dialogue, transparency and co-operations.
* Build Employer Brand-Have designed the overall employer’s branding proposition and have created LinkedIn accounts for Companies and Chairman , was working on digital marketing for developing employer brand.
* Introduced Library at work place and GYM at accommodation compound across all the business location
* Transitioned to 10 hours working for Expats from 12-hours working.

**Performance Management System:**

* Coaching leadership team on managing employee performance through effective goal setting and continuous feedback. Record keeps daily value additions of stake holders.
* Manage performance management system in pursuit of a culture of accountability and results-orientation, linking organisational and employee performance.
* Led Implementation of 4D PMS Project for the group, decided Group Goals, KPIs for Stake holders and Companies too along with Employees.

**Employee Engagement and Relations:**

* Partner with CHRO and business heads to strategize employee engagement initiatives.
* Ideate, design and execute the Engagement charter for developing a sense of trust and belongingness among the employees. Own the end to end driving of engagement programs.
* Redressed of employee’s grievances and conflicts with maturity and confidentiality.
* Act as a senior adviser on all the employee relation issues and effectively communicate to all levels of employees. Implemented real time address policy for Employee Grievance and issues .

**Compensation and Benefits:**

* Partner withCHRO  Business Leaders Teams on designing/customizing and rolling out specific compensation and benefits interventions for specific accounts and business units to retain and attract talent.
* Convinced the management to give increment which was pending since last 3 years in overseas locations for employees working in retail and Liquor manufacturing business.
* Benchmarked & revised Benefits & Policies to remain market competitive.
* Implemented 3 tier reward and Recognition program at Individual, Department and SBU Level

**Learning and Development:**

* Implemented on the job learning program. Linked Informal learning program with Performance appraisal process and new joiners training.
* Led the design & execution of the Training Academy for all skill program for local regional work force.
* Lead setup of virtual skill development centre for Expats working in FMCG Retail Chain division.

**Global Payroll and Statutory Compliance Management:**

* Leading the global payroll policies, ensuring timely and efficient policies and processes.
* Implemented Compliance calendar and Ensured complete adherence to Statutory Laws, timely payments and returns.

**HRMS:**

* Rolled out implementation of HRMS software, review functional requirement and give approval to IT team for technical development in HRMS.
* Responsible for automation of systems and post implementation challenges.

**Shared Services Operations Management:**

* Lead the shared services centre to focus operational excellence and creating exception and positive customer experience in all the tasks/ projects undertaken.
* Establishes performance expectations, service level agreements, and metrics and feedback mechanisms for Services; communicates proactively with Team leads to ensure understanding of seamless Delivery.
* Overall people and Process Management, Active interaction with clients on problems and provide solution to shared services teams.

**Comtech IT Solutions Pvt. Ltd. ( CISPL)**

Comtech IT Solutions Private Limited(CISPL) is a fastest growing, innovative, technology driven IT services organization headquartered in Silicon Valley of India, Bangalore. CISPL has built an organization dedicated to customers who expect and trust on the highest quality level of service.

**Deputy Manager HR Period: June 2012 till April 2015**

**Location- Gurgaon India**

**Key Responsibilities:**

* To understand the requirement thoroughly by the help of concerned department’s head.
* Sourcing suitable candidate by job portals and various job consultancies.
* Short-listing, co-ordination, scheduling and interviewing candidate to assess skill match with the requirement by existing designations.
* Conducting personal interviews with the candidate and getting preliminary information regarding salaries, experience, & expected CTC.
* Submission of short listed profile & scheduling interview of the short listed candidate with the relevant technical head.
* Taking care of induction for new joinees, following up with welcome kit, introduction, employee code, ID cards, stationary, bank account & reference check.
* Responsible for managing all aspects of attendance including, but not limited to tracking, feedback(action plans, verbal and written warnings, termination), reporting attrition and employee attendance files.
* Managing leave management of all employees.
* Preparation of HR Database related to new joiners, revisions, leave Report.
* Managing complete payroll and processing salaries.
* Monthly Salary processing, Generation of payroll related reports to the management.
* Responsible for calculation of payroll in Excel and processing the same
* Responsible to compute & disburse wages & salaries, Deductions & other Payments.
* Processing full and final settlement for exit cases.
* Reconciling statutory reports i.e. PF, ESIC, PT, MLWF, TDS on salary and coordinating with accounts team for timely payment.
* Reporting to group corporate HR team regarding training needs assessment and HR activities.
* Review and implement HR policies and procedures with management team. Ensure proper use of timekeeping systems including hourly adjustments.
* Facilitates management in appropriate resolution of employee relations issues. Responds to inquiries regarding policies, procedures, and programs and communicate changes in HR policies and procedures.
* Responsible for event management and employee engagement.
* Responsible for employee relations, performance management, succession planning.
* Responsible for expats management, visa arrangement, fleet management.

**Academic Achievements**

* Student representative, Student coordinator of magazine editing committee in IIMT College.
* Member of discipline and cultural committee of IIMT College.

**Educational/ Industrial Activities**

* Completed HR Generalist Training form Certified Industrial Management Services.
* Completed 6 month MIS Programme from NIIT .
* Completed 3 Month Training in Online recruitment at Indian Oil Corporation Limited (IOCL)

**Computer Competency**

* Microsoft Office (All Modules).
* Computer maintenance (Software)
* HR Software Competency: - SPINE Payroll, SPINE HRMS, SPINE ESS, Gen Payroll (SAG INFOTECH), ESSL Time Track System, Time Watch (ADMAN TECHNOLOGIES), SAP, People HR HRMS.

**Other Details**

* Have valid passport till October 2028
* Date of Birth- 21/10/1989
* Martial Status- Married
* Nationality- Indian