**Mrs. Radhika Niranjan Iyer**

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**Objective**

Seasoned HR professional with over 8 years of experience in various facets’ of Business Unit and Corporate Human Resources, looking forward to being one of the most respected HR Consultant and Trainer with the industry, operating to deliver results, exceeding Client expectations.

**Experience**

1. **R N I Associates July 2013 – Till Date**
   * + 1. Assisting clients in advisory capacity to set up their HR function.
       2. Facilitating with Strategic and Business HR related areas through the employee life cycle.
2. **Visiting Faculty (Freelance) - (SIES College of Management Studies (SIESCOMS), Nerul) July 2013 – Till Date**
3. Visiting Faculty for Integrated Professional Competence Course (IPCC) and General Management and Communication Skills (GMCS) Course of ICAI conducted by CEMRD, a unit of SIESCOMS.
4. Conducted sessions on:
   1. Communication and Listening Skills
   2. Transaction Analysis and Johari Window
   3. Leadership and Motivation
   4. Public Speaking
   5. Presentation Skills
   6. Values, Ethics and Self Analysis
   7. Goal Setting
   8. Creativity
   9. Team Building
   10. Art of Presenting Oneself (Resume’ writing and Appearing for Interviews)
   11. Attitude
   12. Winning Arguments – An insight into Negotiation
   13. Inter and Intra firm Comparison – Tips and Techniques
5. **Manager (Business HR) - Lester Infoservices Pvt. Ltd. Nov 2012 - March 2013**
6. Strategic Experience:
   1. Managing a team of 5 employees including HR generalist & payroll staff.
   2. HR Budgeting, Functional inputs to implementation of HRMS.
   3. Analysis and Presentation of MIS to Senior Management with respect to Recruitment, Retention, Engagement, Attrition and Absenteeism Control.
   4. HR Policy Review and Revamp using detailed analysis of Economic Conditions, Business trends, and Industry Benchmarks etc.
   5. Designing & Managing Performance Management System, Annual Compensation Revision for Production and Support Staff.
7. Operational Experience:
   1. HR Operations
   2. Employee Engagement and Relations
8. **Senior Manager-Corporate HR, MModal Global Services Pvt. Ltd. (Erstwhile CBay Systems (India) Pvt. Ltd.) April 2010-Nov2012**
   * + 1. Strategic Experience:
          1. Pan India HR Budgeting, Functional inputs to implementation of HRMS.
          2. Analysis and presentation of MIS to Senior Management with respect to Recruitment, Retention, Engagement, Attrition and Absenteeism Control.
          3. Employee Satisfaction Surveys – Conducting, analyzing the findings, creating the Plan of Action to address critical issues, and ensure implementation on Pan India Basis.
          4. HR Policy Review, Revamp and implementation using detailed analysis of Economic Conditions, Business trends, and Industry Benchmarks etc. Pan India through Location HR.
          5. Managing Pan India Performance Management System, Annual Compensation Revision for Production and Support Staff.
          6. Administering Mediclaim, GTLI, Personal Accident Insurance Policy and related benefits to employees Pan India. Handling escalations and grievances in this regard in coordination with TPA and Insurance Broking firm.
          7. Merger and Acquisition, Integration related activities, such as organization restructuring, creation of new hierarchy for the combined entity, Designation standardization for Pan India employees, HRIS finalization for the combined entity, training of HR staff in the post-merger scenario, etc. post the takeover.
       2. Operational Experience:
          1. Manpower Planning and forecasting (RAG Analysis).
          2. Recruitment for Senior Management and Human Resource requirements Pan India.
          3. HR Operations
          4. Employee Engagement and Relations
          5. Actively involved in automation and implementation of the HRMS (Adrenalin 4.0)
9. **Deputy Manager, Reliance Communications Ltd. Mumbai, June 2006 – March 2010**
10. Corporate HR Experience:
    1. Reviewed Existing HR Structure for RCOM and Associate Companies, implemented the revised Hub Structure across India for the HR Staff.
    2. Reviewed and Designed Revised Policy Documents relating to employee life cycle management starting from Recruitment to Exit management.
    3. Handling Business Escalations & Grievance.
    4. Handling new initiatives to be implemented across the hubs such as “Rejuvenating Hub HR”
    5. Creating & updating the revised structure for “Operational Excellence Team – Corporate HR”.
11. Business Unit HR Experience:
    1. Organization Structure Design in SAP & Employee Mapping
    2. Manpower Planning (RAG Analysis) & Budgeting
    3. Recruitment
    4. HR Operations
    5. Employee Relations
    6. Employee Data Management in SAP
    7. Facilitating e-PMS
    8. Facilitating Automation of various dimensions of HR Operations
    9. Analysis of Management Reports
    10. Coordination with circle HR for resolution of various Operational Issues
12. **HR Trainee, ICICI Phone Banking Group, November 2003 - December 2003**

Recruitment Coordination, Candidate Database Management.

1. **Trainee Customer Service Executive, R-BPO, July 2003 - October 2003**

Attending customer Calls in Billing Division, Follow up & Online Complaint Resolution.

**Educational Qualifications**

**A) Course: Masters in Management Studies**

Specialization: Human Resource Management Duration of Course: 2004 – 2006

University: Mumbai University Class Obtained: First Class

**B) Course: Bachelors in Management Studies**

Specialization: General Management Duration of Course: 2000 – 2003

University: Mumbai University Class Obtained: First Class

**C) Course: Lead Auditor Certification**

Specialization: ISO 9001 - 2000

**D) Course: Front End User SAP (Client Server 430) Training**

Specialization: HR & PA Modules

**E) Course: Yellow Belt Six Sigma Training**

Specialization: Six Sigma

**F) Course: Green Belt Six Sigma Training**

Specialization: Six Sigma

**Professional Achievements**

1. Trained CA’s for over a year with excellent student feedback about the teaching method adopted and content delivery.
2. Successfully Implemented HRMS for responsible business units at all organizations cited above.
3. Driven the pan India HR Operations, ensuring that all the existing policies, systems and facilities are implemented, related issues are resolved within agreed timelines.
4. Handled Business Escalations & Grievance handling with the support of Business Units, Technology Team, Relevant Vendors, etc.
5. Handled Pan India Implementation of new policies, HRMS, PMS and Annual Compensation revision, etc.
6. Part of the HR and Cultural integration process during the mergers / expansion.

**Personal Information**

Date of Birth : 21st April 1982

Marital Status : Married

CTC : Will be provided on request.

References : Will be provided on request.

I hereby affirm that the information in this document is accurate and true to the best of my knowledge.

Place:

Date: Signature: