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Shilpa Mishra

Confident & Competent Human Resource Management Professional with Hardcore Experience of 10 Years.

KEY STRENGTHS

- **GO GETTER:** Confidant, go-getter who overcomes challenges- *when an assignment is given to me it is as good as done.*
- **EXPERIENCE:** Comprehensive exposure to all aspects of HR Management – Skilled in managing. Very hard worker – Good in People Management.
- **COMMUNICATION:** Excellent cross-cultural communications skills – I communicate with an open attitude and smile.

HR Skills

◆ ◆ HRDepartment Startup	◆ ◆ Recruitment International,	◆ ◆ Performance Management
◆ ◆ Training & Development	◆ Domestic (USA H1) & Retention	◆ ◆ Benefits Administration
◆ ◆ Employee Relations	◆ ◆ Orientation & On-Boarding	◆ ◆ HRIS Technologies
◆ ◆ Employment Law	◆ ◆ HR Policies & Procedures	◆ ◆ Alternative Dispute Resolution
◆ ERP Implementation	◆ ◆ Mediation & Advocacy	

CAREER PROGRESSION

May 2021 –Till Date
ProCreator Solutions Pvt Ltd & ProApp
HR Manager- (100 Employee)



Overview

ProCreator is a UI / UX Design studio. Through design solutions, we aim to deliver a compelling digital product & user experience. We are creators on a mission to make the digital world a beautiful place to see, use, feel and experience.

Our engineering background enables us to understand the product's development and not just its design. We follow a Human Centric Design approach such that the end-users of a product or a service are at the core of our processes. This lets us create products and experiences that cater to the intended users.

The importance of a good user experience and user interface is often looked down in general product development while it should be the centerpiece. We are here to change that, to make people realize what good design can do for your product and users. As Ralph Speth said, "If you think good design is expensive, you should look at the cost of bad design."

ProApp (Ed-Tech) is a subsidiary of Procreator. ProApp is built for anyone and everyone who wants to start their career, switch to Design, or just want to upskill themselves. It is an app created by Designers for Designers. Its officially located in Singapore.

Roles and Responsibilities: (HR Generalist/HRBP)

- Partners with the key stakeholders to understand and execute the organizations human resource and talent management strategy particularly as it relates to current and future talent needs, recruiting, retention, and succession planning.
- Actively participate in manpower budgeting and forecasting in close association with Business leaders
- Managing the complete recruitment life-cycle for sourcing the best talent from diverse sources after identification of manpower requirements within the approved manpower budget.
- Review and analyze business unit data to identify trends and recommend solutions to improve performance, retention, and employee experience
- Provide management coaching to build leadership capabilities to address and resolve employee issues
- Work with line managers and employees to address all types of employee relations issues ensuring a balance in representing all parties interests
- Partner with international(Singapore) HR team to support business unit initiatives.
- Assess business unit's human resources training needs and conduct 1:1 and/or group trainingsessions as appropriate
- Implement/administer/interpret corporate policies/programs/procedures
- Provide leadership for employment practices.
- Plan, manage and provide continuous improvement to all aspects of the organization and leadership review process and the strategic objectives therein. This includes both annual and mid-year processes which focus on performance management and talent development.

- Partner with managers to retain, develop and motivate people to achieve their fullest potential.
- Working with business groups assess, create and implement innovative solutions for a variety of employee engagement
- Provide ongoing support to the leadership team on human resources related matters, policies and procedures
- Provide compensation support including salary planning, approval of salary actions, promotions and job re-leveling

Critical Skills and Abilities :

- Ability to influence and partner with different levels of the organization to achieve results
- Strong business and HR acumen, including strong problem solving skills, critical thinking, and self-initiative
- Demonstrated ability to coach managers and supervisors to use company best practices for maximum effectiveness
- Excellent written, verbal communication, interpersonal skills; high quality document and report preparation
- Excellent presentation skills and knowledge of employment laws
- Proven ability to successfully work as a team member and to build and maintain a positive work environment across the network
- Experience working in an entrepreneurial environment requiring strong multi-tasking abilities

Additional Responsibility :Acting as a Technology HR

- HRMS Application Implementation(Zoho), training and support
- Work with developer on Implementation of HRMS / People/Recruit/Payroll Application
- Scope documentation (draft and agree project plans with development team)
- Training (provide training for users of the software and develop training materials)
- Coordination between internal team and development team (maintain regular communication with implementation manager and product teams to discuss support issues and feature request)
- End user support (post implementation support)
- Demonstration of final to CEO/CFO the Product

Achievements

- Setup Zoho HRMS in house(Zoho Recruit,,Zoho People,Zoho Payroll,CRM)
- Setup IT Devices (Apple/Android) for New Hires
- Maintain Record for Various In House Software Licenses.
- Trained all user on how to use Zoho People
- Hired almost 50+niche designer & Developer (International & Domestic Office)in a Year (with valid visa H1,C2C,EP,LTVP,WP,W-2,1099)

August 2019 –May 2021
Pal Fashions Pvt Ltd
HR Manager- (800 Employees+ Mumbai, Tarapur, Surat) (130+ LFS Store Pan India)



pal fashions

Overview: Heading HR Department with 2 executives for Pan India. Payroll for 1000 employees (Retail locations (Pan India), HO, Surat, Factory (Tarapur). Assisted managers with employee relations by following progressive discipline policies. Processed workers Compensation Management. Conducted Orientation for new hires. Prepared the department for new location openings. Attended hiring events. Processed promotions, rate changes, terminations and other changes affecting human resources payroll/compensation.

Roles and Responsibilities: (HR Generalist/HRBP)

- 80% of the time allocated to operational and strategic HR activities, in close cooperation with the Managing Director, VP & Department Head in all areas of the employee life cycle (including but not limited to recruitment, employee relations, performance talent management, compensation benefits, performance management, training and development, etc.)
- 20% of the time allocated to support Pal Fashions HR agenda and priorities, in close cooperation with the Managing Director, VP from time to time for the avoidance of doubt, support to operational HR support in all areas.

Main Accountabilities

Recruitment

- Manage talent acquisition for Pan India.
 - Use effectively social and professional media platforms (e.g. Naukri.com, Facebook, LinkedIn, News Paper, Campus Hiring) and internal referrals to reduce time to hire and cost to the business.
 - Set up online assessments via HRMS Software, analyze, provide and explain the results to the hiring manager.
 - Schedule interview appointments for candidates, liaise with candidates, Line Managers, and headhunters agencies (if needed).
 - Build the talent pipeline.
 - Draft job descriptions, contracts and all other documents relating to the employees life cycle (from recruitment to off boarding), made sure these are executed and filed timely and correctly; assist the Managing Director and VP in all contractual matters.
 - Organize and supervise the induction process of new hires.
- Discuss about the budgeting for the

Compensation Benefits

- Ensured that the compensation policies in place succeed in attracting, motivating and retaining employees;
- Ensured that compensation (fix and variable) is consistent with the job position, the grade according to the market research, the delivered performance, the market level, the retention of talents and key employees;
- Payroll-related matters handled by HR
- Support the **Managing Director and VP and Stakeholder** in the annual salary review process and in calculating the variable compensation schemes, ensuring the relevant policies and guidelines are correctly applied;

HRMS

- Responsible for the ongoing maintenance of the HRMS (Spin Payroll) system
- Super-user responsible for ensuring the data integrity and accuracy in System
- Provide training to end users (e.g. new hires);
- Assist in the review, testing, validation and implementation of new modules and functionality if required

HR Analytic

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- Compile HR data and metrics from the human resource information system (HRMS) and payroll outputs
- Design and manage employee surveys and exit interviews.
- Develop assessments for potential and current employees and update employment records.
- Support recruiting processes with data and statistics for trends and patterns
- Present results of employee performance evaluations
- Gather and disburse government labor statistics, new employment regulations, and labor laws
- Analyze competitors practices and make recommendations to management
- Educate employees about company policies and HR practices
- Prepare reports of data results and present findings to senior leadership
- Recognize and suggest short-term and long-term goals, milestones, and benchmarks for key performance metrics
- Facilitate implementation of new employee training, development, recruiting, and other related initiatives
- Contribute to system decision-making, scoping and arranging HR system projects in support of the overall HR strategy

Employee relations

- Develop and maintain positive relationships with employees at all levels of the organization;
- Support and advise Heads and Line Managers in the management and development of their teams.
- Develop and implement initiatives to sustain and improve employee morale, commitment and satisfaction, in line with organizational and cultural changes (e.g. employee satisfaction survey)
 - Provide expertise and assistance to help achieve business targets and improve performance effectiveness of staff;
 - Ensure full compliance in all HR matters

- Manage litigation and represent the company in legal proceedings.(Labor Court)

Performance Talent Management:

- Ensure the constant development of professional and management skills which are relevant to the business;
- Implement the most appropriate training and development programs;
- Provide support to the **Managing Director, VP & Stakeholder** and Group Functional Heads in the assessment / coaching and development of leaders, high potentials and the management of their career paths;
 - Ensure that top performers(PAN India) and talents are retained, remunerated and developed appropriately to establish existing as well as new tools as lever of business growth, ensuring they are correctly implemented, understood, shared, owned and consistently applied in the company.
 - Ensure the execution of performance management processes so that all associates have a meaningful performance evaluation experience and development plan.

Others

- Ensure the implementation of policies and procedures are provided the best possible support and information to the employees, whilst ensuring compliance with the applicable legislation.
- Update work regulations policies and ensure compliance with respective local legislations in all HR matters;
- Prepare and consolidate statistics and reports as required;
- Support the Managing Director and VP & Stakeholder in implementing the most appropriate training and development programs;

December 2018 –August 2019

Revolutionary Fitness Private Limited & Hello Green (IT Company)

Asst.HR Manager (100 Employees+) (Company got shut)

Overview

Revolutionary Fitness Private Limited operates as a fitness center. The Company offers provides dieting programs, fitness solutions, and online advisory services. Revolutionary Fitness serves clients in India

Hello Green is a subsidiary of Revolutionary Fitness Pvt Ltd and its a provider of healthy food intended for customers across Mumbai with delivery options to their homes, offices and other places. The company offers morning detox meals, drinks and vitamin-packed dinners without any of the grease, calories and chemicals through one-time orders as well as a subscription-based service, enabling timely delivery of healthy and local meals.

Key Responsibilities

Have been instrumental in setting up Revofit & Hello Green HR Department, being responsible for End to End HR programs such as manpower planning to recruitment, staffing and policy development.

Recruitment & Selection:

Responsible for International & Domestic Recruitment, Selection & shortlisting the candidates.
Sourcing the possible candidates via the sourcing procedures like job portals, walk-ins, employees references, followed by screening and short listing of candidates.
Hire Candidate for the roles of Software Developer, Designer & Chef.
On full time role, Contract & Consultant
Clear understanding of the processes/ Techniques W2/ 1099/ Corp-to-Corp/ H1 Transfers.

Induction, Joining formalities and Full & Final Settlement Process:

Taking Induction Session for the junior, Executive & Middle level entrants in the organization, ensured induction of all employees as per the defined process.
Manage business letters related to employees offer & appointment letter, Service agreement, Background verification, allowances, request for evidence, transfer related documentation etc. and providing required information.
F&F Settlements of left employees and clearance, preparation of experience & relieving letters, exit interviews etc...

Payroll Management:

Verify Time & Leave Management for timely and ensure accurate processing of the Monthly Payroll according to the schedule.
Collecting Attendance data of employees, updating required information to payroll Input, Capturing leave data.
Manage employee queries with regard to their deductions, settlements and supporting their requirements.

Statutory Compliances:

P.F, E.S.I, Gratuity, Bonus. HRIS Management: (Managing data in Excel)
Managing Employee Database Administration in HRIS (In Excel).
Timely updating of Attendance & Leave Management in the HRIS System, verify & process record data of each mediclaim and Insurance details. Part of HR team for attending & assigning Internal / External Employees queries regards to onboarding, leave, payroll, F&F settlements, performance appraisals etc

July 2016 –December 2018
GOLDEN SWAN GROUP
HR Executive (320 Employees (On payroll),100 Employees (Off payroll))
Responsible for Golden Swan Beach Resort-Murud, Golden Swan Country Club- Yoor, Thane ,Hotel
Golden Swan-Santacruz, Hotel Airlines International-Khar

Golden Swan Group offers integrated services in Leisure, Recreation, Hospitality and Travels through its Resort, Clubs, Hotels, and Tours & Travels divisions. Golden Swan Group consists of Five Properties at Five different locations with a centralized HR Department.

Overview: Payroll, Employee Engagement, Employee Grievance, Company Policy, Union Staff, Executive Staff , Training & Development ,Induction ,PF & ESIC, Attendance Management, Leave Policy ,

Key Responsibilities

- ● Responsible for Talent Acquisition at all levels. Doing Campus recruitment.
- ● Drive effective employee engagement initiatives and robust training programs, which helped in reducing the attrition level from 16% to 14% in a span of 1 year.
- ● Had been instrumental in building a culture of trust and vibrancy by conceptualizing, designing and initiatives like Fun@Workplace.
- ● Introduced cross functional team for the improvement of productivity, efficiency & overall organization performance.
- ● Liaise with other functional / departmental head so as to understand all necessary aspects and needs of HR development, and to ensure they are fully informed of HR objectives, purpose and achievements.
- ● Audit and authenticate all documents related to legal, salary statements and distribution, policies etc.
- ● Setting up of KRA and job responsibilities. Organized Monthly KRA reviews for productivity improvements.
- ● Responsible for Identification of Training needs, Training Calendar and Budget.
- ● Responsible for Payroll, Statutory compliances and cordial employee relations.
- ● Liaise and communicate effectively (in close cooperation with Management) with the relevant parties such as Unions (Kamgar), employee representatives, local authorities, etc., in order to reach business goals.

Aug 2014 – July 2016
2Soft Solutions (IT & Non IT)
HR Executive

Overview:

Conducting initial HR screening interview for the International & Domestic clients.

Positions worked on for Java, ASP DOTNET, PHP, User Interface, PLSQL, PHP Developer, ASM, General Manager, Web Developer, Graphic designer, UI Developer, Software tester, Java Struts, Oracle Forms Developer etc.

Key Responsibilities

- Requirement Gathering From Domestic & International Clients
- Sourcing, Screening and Shortlisting resumes through different job portals. For full time role, Contract & Consultant
- Understanding the requirements with the respect to technical and general aspects.
- Identifying and sourcing candidates through Job Portals, database and references
- Conducting preliminary interviews
- Coordinating with candidates and scheduling interviews
- Keeping track of interested and shortlisted profiles
- Briefing the candidates regarding the job profile, organization overview
- Recruiting for Middle & Senior level Positions
- Posting various jobs according to clients requirements
- Scheduling interviews by client and candidate coordination
- Follow ups on “Offer to Joinee” candidates. With valid visa for US processes/ Techniques W2/ 1099/ Corp-to-Corp(C2C)/ H1 Transfers.
- Generating and maintaining reports to track the requirement progress
- Maintaining Call Report status on daily basis
- Headhunting and generating data.
- Maintaining a database of candidates.
- Maintaining offer status reports, pipeline report and weekly report

Dec 2013 – June 2014
It's Our Studio(E-Commerce Company)
Brand Coordinator – (Internship)

Key Responsibilities-(Internship)

- • Stock sheet
- • Sourcing
- • Catalog writing
- • Order management & dispatches
- • Conceptualization & creative discussion.
- • Organization for the exhibition
- • Store Management
- • Uploading items E-commerce website: Ebay, flipkart, itsourstudio etc

Qualification:

- • B.A In Economics & Commerce from L.S.Raheja College
- • Diploma In Human Resources Management from Welingkar Institute of Management Development and Research
- • MBA In Marketing & Human Resource Management From Welingkar Institute of Management Development and Research

Date of Birth: 3rd March 1993.

Contact Address: Andheri/Navi Mumbai

Marital Status: Married

Languages known: English, Hindi, Gujarati, Marathi.