

CONTACT DETAILS

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With over 15+ years of total experience and 9 years of comprehensive HR experience, seeking to strategically partner with organizational leaders as an HR Business Partner or HR Specialist. Focused on driving initiatives that enhance talent management, employee engagement, and operational efficiency. Committed to aligning HR strategies with business goals, fostering a culture of continuous improvement, and delivering innovative solutions that support organizational growth and sustainability.

EDUCATION

- Currently pursuing SHRM-SCP
- MBA: Human Resources, ITM Group of Institutions - Mumbai, Oct 2018 - Oct 2021
- Professional Program in Management: Banking & Finance, SPJIMR - Mumbai, Sep 2006 - May 2008

CORE COMPETENCIES

- HR Policies and Procedures
- HR Business Partnering
- Strategic HR Planning
- HR Analytics
- Employee Lifecycle Management
- HR Compliance
- Disciplinary Action
- Employee Wellness Programs
- Induction/Orientation
- Employee Relations
- Background Verification
- Talent Acquisition & Retention
- Workforce Planning

AWARDS

- Earned multiple SPOT Awards and recognitions as part of the organization's Rewards and Recognition Programs.
- Received numerous commendations and positive feedback from clients.

DEEPA NAIR

Senior HR Professional

PERSONAL PROFILE

- Currently spearheading **HR functions** as a Senior Manager, with expertise in **HRIS and ATS implementation, Employee Relations, Grievance handling, Managing Talent Acquisition and Disciplinary actions.**
- Adept in **HR Business Partnering and HR Generalist roles**
- Recognized for **revamping Policies and Procedures**, enhancing **Employee Engagement**, and managing **Stakeholder relationships** effectively.
- Expert in creating and executing **HR strategies** that align with **organizational goals**, driving **business growth** and competitive advantage.
- Experienced in leading initiatives to shape and nurture a **positive organizational culture**, effectively managing change to enhance **employee participation and adaptability.**
- Proficient in driving the adoption of cutting-edge **HR technologies** and innovative practices to **streamline operations** and **enhance employee experience.**
- Skilled in conducting **Rewards & Recognition** programs and **optimizing operational costs** through vendor consolidation.

WORK EXPERIENCE

Writer Information Services Pvt Ltd, Mumbai |Manager – HR Operations

Dec'24 – Till Date

Responsibilities:

- Heading the HR Operations Team – India & International Locations.
- Leading and implementing successful employee onboarding in International Locations.
- Drive and manage all HR and IR processes, ensuring a seamless employee experience from onboarding through exit.
- Develop and execute HR plans that align with business goals, including budget management, HR process optimization, and KPI tracking
- Lead, mentor, and develop a high-performing HR Operations team, setting clear objectives and tracking progress
- Serve as a primary contact for complex employee relations issues, including grievance handling and resolution
- Manage and optimize HR Information Systems, ensuring efficient digital processes and data accuracy.

Rupeesed Technology Ventures Pvt. Ltd., Mumbai |Senior Manager - HR

Jan'23 – July'24

Responsibilities:

- Providing strategic direction and oversight across all HR functions, including HRIS implementation, security protocols, payroll management, HR operations, grievance handling, exit procedures, employee engagement, policy revamp, compliance, and data-driven planning.
- Introducing and integrating HRIS systems, Applicant Tracking Systems, streamlining HR processes, managing Talent Acquisition and data management.
- Establishing robust security and visitor management protocols while ensuring compliance with legal requirements and managing internal and external audits.
- Directing talent acquisition, onboarding, employee relations, and engagement initiatives, fostering a positive work environment.
- Consolidating vendors, renegotiated contracts, and implemented cost-saving measures while proficiently managing procurement and inventory.
- Developing and enforcing operational standards, policies, and procedures to enhance efficiency and align with organizational goals.

Prime Focus Technologies Pvt. Ltd., Mumbai |Senior Manager - People Experience

Feb'22 – Jan'23

Responsibilities:

- Managed Business Partnering across four business units with a workforce exceeding 500 employees, leading the Talent Acquisition process and thereby ensuring alignment with organizational goals and objectives.
- Spearheaded programs aimed at enhancing employee engagement and fostering a culture of well-being within the organization.

SOFT SKILLS

- Communicator
- Collaborator
- Negotiator
- Problem Solver
- Quick Learner
- Creator

CERTIFICATIONS

- Practical HR and Training, Nov 2021
- Balance Scorecard, PMS, KRAs & KPIs, Mar 2024

PERSONAL DETAILS

Languages Known: English, Hindi, Malayalam & Marathi

Address: Mumbai

- Directed the management of employee benefits including medical, GTL, background checks, and rewards & recognition programs to ensure employee satisfaction and regulatory compliance.
- Acted as the primary contact for HR audits, compliance activities, and vendor management, ensuring adherence to legal standards and optimizing vendor relationships.
- Coped personnel matters and coordinated performance management systems to drive employee productivity and organizational success.
- Controlled employee grievances and disciplinary actions in accordance with established policies and legal requirements.
- Led the review and enhancement of HR policies and procedures to reflect evolving organizational needs and industry best practices.
- Implemented and refined operational standards, policies, and procedures to streamline processes and promote organizational efficiency.
- Consolidated vendors and renegotiated contracts to achieve cost savings and improve operational efficiency.

Datamatics Staffing Services Ltd., Mumbai | Assistant Manager - HR Apr'21 - Jan'22

Responsibilities:

- Controlled a wide range of HR operations including issuing fixed-term contract and appointment letters, onboarding processes, employee verification, and managing policies and procedures. Supervised employee database management, employee relations, engagement activities, HRBP functions, leave and attendance tracking, and rewards and recognition programs.
- Managed payroll functions such as providing salary inputs, preparing billing sheets for contract workers, structuring compensation plans, and ensuring statutory compliance.
- Administered the exit process including full and final settlements, issuing experience letters, and managing exit sign-offs.
- Conducted background checks and verification, and managed GPA, GMC, and employee compensation.
- Directed internal recruitment, client management, and development, including temporary staffing and direct contract management, as well as invoicing.
- Addressed grievance handling, managed employee concerns, confirmations, maintained employee records, and administered disciplinary actions.
- Identified and resolved complex employee issues impacting management and business decisions.
- Facilitated improved communication between multiple business divisions.
- Worked closely with legal and compliance teams to review paperwork and obtain necessary feedback.
- Assisted managers in ensuring compliance with organizational policies, providing clarifying information, and recommending necessary changes.

Majesco Software and Solutions India Pvt. Ltd., Mumbai | Assistant Manager - HR Mar'15 - Feb'21

Responsibilities:

- Led HR business partner activities, providing strategic support and guidance to various departments.
- Managed vendor relationships to ensure optimal performance and cost-efficiency.
- Conducted comprehensive global background checks to maintain high standards of hiring integrity.
- Developed and implemented HR policies and procedures to enhance organizational effectiveness.

PREVIOUS EXPERIENCE

SecUR Credentials Pvt. Ltd., Mumbai | Manager - Client Servicing | Oct'13-Feb'15

Mathematical Institute for Genius, Jamshedpur | Head - Knowledge Enhancement (Freelancing) | Mar'09-Mar'13

Integrity Verifications Pvt. Ltd., Mumbai | Team Leader - Operations | Mar'08-Dec'08

First Advantage Pvt. Ltd., Mumbai | Team Leader | May'05-Oct'07

ICICI Bank Ltd., Mumbai | Officer | Jan'02-Mar'05

