

## TULIKA RANI

~Targeting mid to senior level assignments in Human Resource Management ~

- A Competent and result oriented professional with 10 years+ of experience as HR Professional in IT and ITES industry having hands on experience in Talent Management & Talent Development. **Currently associated** with **EXL Services India Pvt. Ltd. Pune as Assistant Manager- HR (HRBP)** with extensive experience in Talent Management, Employee Engagement, Stakeholder Management and Employee Retention.

### Profile Summary

- **Experience in formulating/implementing HR systems, policies & strategies** as a part of HR team, also conducting training programs towards enhancing employee knowledge & productivity and building committed team
- **Comprehensive experience** in maintaining effective employee relations with staff across all levels on day-to-day matters through career counseling, role enrichments, feedback sessions & settlement proceedings; effective in empowering employees to voice their opinions/ grievances on a common platform
- **Skilled at monitoring the implementation of Performance Management Policy**, managing post appraisal functions, identifying career development plan as well as training needs for evaluating the employee performance

### Work Experience

Since Nov'17: EXL Services India Pvt. Ltd. Pune

**Current Designation- Lead Assistant Manager- HR (HRBP)**

**Key Result Areas:**

- Delivering end-to-end HR activities for a business unit of 1000+ employees in an extremely dynamic and matrix organization
- Accountable for proactively analyzing issues/trends & (such as attrition, employee grievance), recommending strategies as well as having end-to-end ownership to implement the desired change/outcome
- Identifying & conducting focus group & skip level meetings with employees to identify vocal and non-vocal concerns to dart resolutions
- Employee Engagement- Driving Wow Factor and ensuring participation of the clients
- Played a key role in providing support, advising and guiding to Managers for full range of HR services including employee relations, Reward & Recognition, Retention, policy & governance, participate at monthly key stakeholder management meetings, ensuring People plans are the forefront of business priorities
- Identifying & monitoring the implementation of performance management policy and assisting the Managers in evaluating the employee performance, post appraisals, identifying career development plan & training needs
- Responsible for creating executive committee level dashboards, reports & presentations also presenting the same in client MBRs, QBRs and Annual Strategy Planning meetings with the business HODs/VPs & HR leadership team
- HR Compliances- Audit & Analysis of People Practices and HR Digitalization Partner with HR & Business Leadership teams
- Been instrumental in launching Digital HR Project within the business
- Looking after various CSR Activities for the process as the SPOC from Pune location

### Core Competencies

Employee Retention  
Grievance Management  
Digital HR Transformation  
Employee Experience & Design Thinking  
Performance Appraisal  
Stakeholder Management  
Rewards & Recognition  
Talent Management & Development  
Employee Engagement/ Relations  
Exit Formalities

### Academic Details

- **MBA (HR)** from IBS-Kolkata, ICFAI University, Kolkata in 2010

### Certifications

- **Certification: The Role of HR as a Business Partner (Skillsoft)** in Nov'17
- **Certification: Executive Development Program in Strategic Performance Management** from XLRI Jamshedpur -Jul'18 to Nov'18
- **Pursuing Digital HR** from AIHR

### Personal Details

**Address: Heliconia, Magarpatta, Pune**  
**Languages Known: English & Hindi**

## Professional Achievements

- Trail Blazer Award for 2019, Best Social Champ – 2019
- The SOCIAL PRO Award – 2020
- Social Champion Pro 2018- Significant contribution towards Employee Relations and CSR Initiatives in 2018.
- Recognition for Excellence- Significant contribution towards EXL's Corporate Social Responsibility Initiatives.

### Sep'14-Nov'17: HTC Global Services as Sr. Executive- Human Performance ~HR Business Partner for all Delhi-NCR Associates

#### Key Result Areas:

- **Induction:** Introduction of the Company, clients/ Client Security Policies and complete details about the Company Policies, Rules & Regulations as well as respective CTC Break-up; **Background Verification:** Coordinating with our Internal BGV Team as well as Third Party BGV Team.
- Worked in coordination with all the associates to get their filled timesheets by end of every month and ensured approval from their respective Client Manager
- Developed BIPA Sheet based on billing hours and sharing it with the Payroll team
- Liaised with other HR stakeholders (TAG/Resource Management/ Learning & Development/ Payroll) as per requirement
- Conducted exit interview and filled the questionnaire by Resigned Employee in order to know the gaps and reasons of resigning
- Led the process of forecasting, preparing manpower recruitment and deployment plan for the region within the framework of the company's overall plan

## Previous Experience

### May'10-Aug'14: inoday, Noida as Opportunity Manager/ HR Generalist Profile

#### Key Result Areas:

- Specialized in Middle & Senior Level Recruitment (IT)
- Played a key role in sourcing appropriate profiles for the requirement through various channels like Job Portals, Headhunting, Employee Referrals, LinkedIn, Personal Networking Sites, Mass Mail, Job Postings, etc.
- Managed on-boarding formalities for the new joiners also evaluated current HR policies
- Suggested/ formulated HR policies to further enhance comfortable employee employer relationship
- Monitored & reviewed the key result areas, differentiation of high and low performer, action plan for retention of high performers & development plan for low performers, performance-based increment/incentive system, etc.
- Looked after several Employee Engagement Activities including employee get together, team building, sports & cultural activities, Birthday Celebrations
- Handled grievance functions, resolved issues & queries related to Salary, Leaves and Holidays, etc.
- Accountable for conducting Exit Interview

## Achievements

- During Internship - Implementation of Employee Satisfaction Survey Questionnaire in Bajaj Capital (Head Office)
- Won Merit Scholarship in 3<sup>rd</sup> Semester of MBA
- Bagged 1<sup>st</sup> prize in Presentation conducted by UGC in BBA 1<sup>st</sup> year and 2<sup>nd</sup> year