

LOPAMUDRA PRIYADARSHINI

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Dynamic & innovative Human resource professional with over 14 years of well-rounded progressive experience through various assignments with reputed financial organizations. Experienced in handling end-to-end HR/Employee Relations related matters in both unionized and non-unionized environments. Proven ability to address and implement strategic plans for talent engagement, development, and retention.

A go-getter ready to work in a fast-paced learning environment independently or in teams.

Core focuses of interest currently include Talent Management, HR Governance-Risk-Control(GRC), Employee Relations, and Diversity & Inclusion.

While off the job, I love doing DIY projects with my daughter, vacation with family, and indulging my love for learning new things. Concisely, my passion for creativity and constant learning, accompanied by the thrill of execution, helps accelerate performance, growth, and employee engagement.

Signature HR Qualifications

Employee Life-Cycle Management
Coaching & Mentoring
Performance Management

Governance-Risk-Control
Change Management
Stakeholder Management

Employee & Labour Relations
Diversity & Inclusion
Employee Engagement

Methodical and flexible problem-solving approach that balances business goals with employee needs.

PROFESSIONAL EXPERIENCE

ACUITY KNOWLEDGE PARTNERS | Bangalore, India | *Financial KPO*
Assistant Director – HR Operations

2013- Present

HR Service Delivery: Lead end-to-end employee lifecycle events, including background verification, onboarding, separations, global assignments, payroll and benefits, rewards & recognition, performance management and employee engagement. Strategic business partner to P/L heads supporting corporate growth by designing and implementing effective people programs.

Employee Relations & Engagement: Introduced pro-active employee relations and communication programs like stay interviews, manager-round table sessions, focus group meetings, etc., to resolve people issues. Coach and support line managers in leading and managing their people, including through HR systems, leadership development, workforce planning/analytics, policies, and talent processes. Collaborates with legal counsel and departments to prepare for and participate in negotiations with employees or vendor partners.

Governance-Risk-Compliance: Oversee the statutory labor compliance for all India offices. Also responsible for managing internal and external audits, including ISO, IFC, SOC2, etc. Represents the organization in contract negotiations, meetings, and negotiations with employee and labor organizations.

HR Integration & Technology: Collaborated with business teams towards integrating staff and processes in the aftermath of various mergers and acquisitions. Drafted knowledge articles, SOPs, and workflows steering flawless workforce assimilation into core business operations. Drove transition from conventional HR systems into partial HRIS platform (SAP SuccessFactors).

Stakeholder Management: Seeks feedback from stakeholders to identify opportunities for business function improvement. Coordinates with other business LOBs to ensure timely and constituent delivery of services to

stakeholders. Provides strategic advice, counsel, and consultative solutions to various stakeholders on people management aspects of their business, including driving organizational development, team effectiveness, executing change management strategy, and employee engagement solutions.

Additional Contribution & Achievements

- Leading the global HR Digital transformation project for Acuity
- Serving on the Internal Complaint Committee as a member of POSH
- Location Lead and global SPOC for SOC2 Attestation & certification.
- Won several internal rewards and recognition like Most Valuable Player, Create Confidence award, social media evangelist, service milestone award, Brand ambassador, Community champion, etc.

BHARAT FINANCIAL INCLUSION LTD Hyderabad, Telangana <i>Non-banking financial corporation</i> 2008-2013 Lead Manager HR
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Workforce Expansion: Being part of a start-up team, led the HR function by ramping up the headcount from 300 plus to 1500 plus within one year.

HR Operations: Providing direction and expertise for the full spectrum of HR functions, including recruitment, employee relations, employee compensation, grievance handling, succession planning, employee engagement, training & development, and career planning. Trained and supervised 8 HR executives/associates.

Training & Development: Support the delivery of the monthly Talent management plan for the organization and successfully conduct Behaviour Skills training programs and Functional skill programs for employees in Regional Languages by traveling extensively across the country. Support in assessing training needs through surveys, interviews with employees, focus groups, and consultation with managers and in the recommendation & implementation of training programs as planned.

Employee Relation and Engagement: Plan and design the annual employee engagement calendar for Pan India and maintain project plans, timelines, and issues logs for all Employee Engagement programs. Effectively handled employee grievances, counseled staff on personal issues affecting their performance at work, and assisted in matters like relationships with peers, career-related issues, etc.

MIS & Reporting: Provide HR MIS and other reports regularly, and as directed or requested, to keep the senior management team and delivery managers informed of the business operation

Major Contributions/Achievements:

- Administered “**Great places to work**” survey and complied for its audit for 2012 and 2013.
- Played an important role in driving the Organization into India’s Top 10 in Employee Engagement and Training Initiatives. The team bagged the prestigious:
 - Genius HR Excellence Award 2012 for “Best Training Initiatives.”
 - NHRD Inspired Award 2012 for “Talent Engagement & Retention” for non-IT/ITES Sector-Hyderabad.
- Conceptualized and developed the employee engagement model “**CARE**” and Process excellent contest **HOPE** (HR Ops Process Excellence).
- Received “**HR Excellency Award**” for best performance and team management (2009).

MAHINDRA FINANCE Bhubaneswar, Orissa <i>Non-banking financial corporation</i> 2006-2008 Associate HR
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Hired as a **management trainee** to managing recruitment and operations for the Orissa region, including outsourced service program (which involved 30% of the secretarial and daily workforce on and off-site). Helped to build the business team from an empty suite of offices into full-scale operations with over 300 employees.

Major Contributions/Achievements:

- Awarded “**Trip to Bangkok**” for meeting 100% recruitment target for the year 2007-08.
- Nominated as “**ESOP Champion**” for 2007-08 for Mahindra Finance for various CSR activities and organized “Tree Plantation” for about 1000 trees, all across Orissa, in association with local NGOs

EDUCATION & PROFESSIONAL CREDENTIALS

- Pursuing Post Graduate Certificate in Finance -XLRI – 2022
- Masters in Business Administration (MBA)- KIIT School of Management - 2006
- Bachelors in Business Administration (BBA) – Department of Business Administration, Utkal University – 2004
- Certification in Performance and Competence Development – Carlton Advanced Management Institute (CAMI-USA) - 2013
- Certificate in Roles & Responsibilities of IC for Prevention, Redressal of Sexual Harassment at Workplace by Invictus Survival Science (2017 & 2019)
- Workshop on Human Capital Analytics for Driving Business Decision by SHRM (2018)
- Participated in “Destination Boardroom,” an experiential workshop organized by Go Diverse (2019)
- Participated in the Ideation workshop organized by UNICEF towards IMPAct4Nutrition; A private sector initiative to support the Government of India’s POSHAN Abhiyaan (2019)

PROFESSIONAL AFFILIATIONS

Member - Society of Human Resource Management (**SHRM**) and pursuing SHRM-SCP (Winter exam)

Mentor - **Jobsforher** and **KIIT School of Management (Batch of 2019-21)**