*koel Bakshi*

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*9877651401*

*India*

*Senior HR manager with 14+ years of experience leading HR functions in IT, Financiql and the Marketing industries. Strategic business partner with senior management in the role of problem solver, leading key HR initiatives, and a change management agent following cutting edge HR trends.* ***Expertise include - HR Strategies Talent Acquisition/Compensation/Compliance Management/ Employee Relations/Payroll Benefits/Performance-Management/Change-Management/HRBP/IR & Hr Audits/Training& Development/Performance-Management/ Grievance Handling/Rewards Recognition,On-boarding/Recruitment/Retention/ Documenting rules & regulations /HR Excellence/ Designing Budgets, End to End Management, Law enforcement & Supervision ,Employee orientation/Client Relationships Process Improvements HR Compliance Vendor Management Senior Leadership Advisory.***

**Education Qualifications:**

**1)** **Amity Business School ( Amity University)- Noida, Uttar Pradesh** -**Master in Business Administrative specialization-**

**Human Resource (HR)** July 2008 to April 2010

**8CGPA**

**2) Lady Irwin college - New Delhi, Delhi July 2005 to May 2008-76%**

B.Sc. honors in Human development(Specialization in Child development, Psychology/ Minor- Resource management and Mass Communication)

**3)** **Allahabad University - Ghaziabad, Ghaziabad, Uttar Pradesh**

Bachelor in Music in Vocal classical, August 1999 to September 2005

1St division

4) High school diploma or GED

T R M Public School - Modinagar, Uttar Pradesh, April 2004 to May 2005- 76%

# **Work Experience**

## 1)Head ( HR department)

**SB BUSINESS CONSULTANT**- New Delhi, October 2018- May 2023

* Overseeing HR Systems, handling employee relations
* Ensuring compliance with regulations, managing budgets
* Hiring employees, Designing training programs
* Developing compensation plans & Payroll Management
* *Used* cognitive behavioral therapy to assist clients in recognizing and redirecting behavioral practices & liaising with head of business in translation of research findings to enhance practice with aim to improve client’s outcomes.
* Communicated closely with other counselors to devise programs & activities based on developmental and academic levels.
* Ensured compliance with laws & regulations
* Facilitated weekly group sessions to encourage self reflection and problem solving.
* Hiring staffs & negotiating employment agreements.
* Developed and implemented human resource policies
* Designed safe & supportive environment for clients to discuss issues freely.
* Performance management
* Supported Strategic objectives
* Career counseling
* Used psychodynamic, humanistic & behavioral approaches for therapy sessions
* Administered pay benefits & company policies
* Provided business consultation
* Designed & redirected training programs

## 2) HRBP / HEAD TRAINER

Smart Prep Education Pvt Ltd Delhi, August 2015-Oct 2018

* Devised and enacted team building exercises
* Supported counselors and team lesson plan creation & field trips.
* Managed counseling for diverse groups of children aged between 4years to 22 years.
* Encouraged participants to open up & share thoughts at group counseling sessions
* Conducted several workshops
* Conducted data analysis & proposed frameworks for controlling employee attrition
* Conducted detailed an analysis of employees exit feedbacks to identify companies strengths & weaknesses in order to know their area of improvement .
* Facilitated career planning workshops for school and college students across India.
* Presented tutorial material
* Facilitated tutorial sessions & discussions
* Facilitated in law enforcement
* Facilitated in weekly alignment of policies and code of conduct

**3) Assistant Unit Head**

**IIPM -** New Delhi, Sep2012-Aug 2015

* Identified qualified customer needs & negotiated plans accordingly to close profitable projects with high success
* Team building & management

• **Trained new employees on proper protocols and customer service standards.**

* Taught students different management subjects including Psychology, Human Resource, Ob.
* Curriculum structuring
* Provided extensive written & verbal feedback to students for better career planning
* Provided students consultation
* Provided feedbacks, consultation, guidance towards career development, course structure, activities and content.
* Worked closely with Talent Acquisition, L& D plus policy management, rewards and recognition for better career management
* Facilitated HR services for team management

## 4) Resource Manager

**Indiabulls ltd** - New Delhi, October 2009- September 2012

1. Created forums and delivered HR training sessions to staffs, managers & executives.
2. Conducted performance reviews & provides feedback to managers.
3. Conducted feedback and workshop sessions.
4. Did several coaching on performance build up sessions and retention programs.
5. Worked in real-estate project and been top seller for company
6. Developed project & recruitment materials
7. Catered HNI Clients under Private Cliental Department
8. Looked after the portfolio & built the sales
9. Supported in the development & implementation of engagement services and policies.
10. Deployed leadership skills and development opportunities
11. Grievance handling & managed discipline amongst the employees for better productivity

**Projects Handled**

1)**HR Data Analyst / HR Project Manager**

**Smart Prep Education ,2015-2018**

* Analysis on the I&C population: Turnover, Hires, Diversity, Age
* Monthly Talent Meeting Preparation
* Preparation and coordination of external studies : salary, recruitment & diversity
* Salary review : preparation of scatter plot & analysis
* Tracking the flow of the expatriate population
* Coordination on topics of employee savings
* Development of Campus Relations and Partnerships
* Job Fair & automotive events Coordination & participation

**2)Financial services & New associate orientation**

**SB business consultant ,2018-2019**

* Created and supervised the leave of absence, disability and return to work process in accordance to state regulations.
* Investigated labour issues and executed disciplinary actions and terminations.
* Planned and administered health, and other voluntary benefits for 3,500 employees.
* Managed annual benefits open enrolment and coordinated benefits and wellness fair, increasing employee participation by 35% through communication initiatives.
* Maintained knowledge of existing and proposed federal and state labour laws, and adherence to contractual agreements.

**3)HR Project Manager**

**SB business consultant 2020-2021**

* Led Customer Service Week (week-long coordinated recognition events for customer facing employees) initiative across multiple locations.
* Managed Community Service initiative with over 300 volunteers and 7 non-profit organizations.
* Managed Campus Recruiting Event, " College Welcome Weekend", resulting in over 80% attendee offer acceptance rate which included Executive speakers, networking and social events, and all logistics.
* Conducted monthly people data analysis utilizing Workforce Dashboard PeopleSoft interface.
* Supported Performance Management Processes by conducting gap analyses and communicating to organizational leaders.

# **Skills**

Employee Engagement /Recruitment and Retention /Database Management /Payroll Management /HRIS/ IR / Grievance handling/ Law enforcement and management

**HRBP**/ Good Communication/Methodical professional/Curriculum Development/Career Counseling /Child development therapy /Strategic Planning/Case Management/Project Management /Program Management/HR Administration /Training & Development/Natural Language Processing/Analytical & Data Driven / Interpersonal skills /Digital skills

# Additional Information

1. BSI ISO Certification
2. NLP training( Conducted in depth analysis & documentation )
3. Took several lectures on varied management subjects.
4. Efficient in Microsoft office/ Word/ Excel/ PowerPoint
5. Efficient in Google drive
6. **Top employee 2017-2019**
7. **Best Team Head year 2021-22**