



MANAV SHARMA

Human Resource Professional

EDUCATION

XLRI Jamshedpur

May 2011

Executive Post-Graduation Diploma in General Management (Full time)
(EPGDGM)

Symbiosis collage of arts and commerce

April 1997

Bachelor of Commerce (Banking and Finance)

WORK EXPERIENCE

Meaningful Enterprises

September 2025 till Date

Vice President HR Strategy

- Developed HR services offerings – POSH compliance support to clients (**Lawcentra**), Leadership hiring (**HumAura**) and legal compliance.
- Developed Cloud based, AI ready POSH compliance Platform.
- Liaison and collaboration with Lawyers for POSH ICC compliances.
- Developed Social media presence and sales from Indirect channels.
- Lead Generation through online Cold email lead gen tools.

Epicenter Technologies

December 2021 till September 2025

Vice President HR & Administration

Strategic HR & Employee Engagement — Impact & Leadership

- **Elevated Employer Brand and Talent Value Proposition** by leading the organization to achieve *Great Place to Work* certification in 2022 and 2023, strengthening external reputation and enhancing candidate attraction for strategic hiring initiatives.
- **Led end-to-end HR & Administration Due Diligence for acquisition**, ensuring organizational readiness, people risk mitigation, compliance alignment, and strategic workforce integration planning.
- **Designed and implemented strategic HR governance frameworks** to drive performance and operational excellence with measurable outcomes:
 - Increased daily attendance policy compliance from 82% to 98%, improving productivity and operational accountability.
 - Reduced long-term balance sheet liabilities by restructuring the leave encashment policy.
- **Directed performance management strategy**, developed appraisal simulations and finalized annual performance budgets — delivering 100% on-time completion of performance reviews and calibration cycles aligned to business goals.
- **Implemented National Apprenticeship Programs under the Ministry of Skill Development & Entrepreneurship (MSDE)**, including *NAPS* and *NATS* schemes to optimize talent pipelines and reduce payroll cost through skill-linked workforce development.
- **Maintained 100% SLA compliance for HR Operations**, covering Payroll, Background Verification, Onboarding, Employee ID generation, and audit deliverables with high process accuracy, enhancing HR service delivery.
- Drove **strategic workforce planning and manpower optimization**, achieving a 2% EBITDA cost improvement through strategic headcount alignment and productivity enhancements across functions.
- **Strengthened L&D** impact with targeted interventions to improve key contact center metrics including First Call Resolution (FCR) and Right Party Contact (RPC), elevating operational efficiency and customer experience.
- **Redefined leadership KRAs and performance frameworks** to drive alignment with organizational objectives, streamlining incentive payouts and reinforcing a high-performance culture.

Profile

Human Resource Professional with 26 years of experience in end-to-end HR practices. Postgraduate from XLRI with exceptional Employee Relation, HR compliances, Employee engagement, Financial, Project Management and Excel skills. Hands on with digital and process transformations having managed HRIS implementation projects. Successfully executed projects for Great Place to Work, HRIS Automation, Organizational and KPI redesign to drive growth.

Contact

+91 9764030111

EMAIL:

Manav235@gmail.com

Address:

Vashi, Navi Mumbai

Additional Certifications

- Post Graduate Certificate in Data Science and Machine learning – Manipal Univ (MAHE) (Dec 2019)
- Certification in Digital Marketing, SEO & Lead Generation – LinkedIn
- Google Analytics – LinkedIn
- Performance Management system Balanced scorecard methodology
- Trained on Implementing ISO 9001:2008
- Certified in Competency based interviewing techniques.

- **Managed HR compliance and risk governance**, ensuring readiness for evolving labour laws, POSH requirements, ISO, and certification standards, thereby reducing legal exposure and strengthening governance.
- **Strategized employee relations** outcomes, representing the company before labour offices and courts, managing dispute resolution and securing favorable closures, demonstrating strong organizational risk management and stakeholder engagement.
- **Ensured audit readiness across HR processes**, maintaining 100% compliance for ISO, PCI, internal audits, and external labour inspections, reinforcing HR operational integrity.
- Oversaw administration strategy and execution for an 80,000 sq. ft. 24/7 workplace including Transport & Cafeteria operations, ensuring business continuity and employee experience management.
- **Owned the HR Risk & Compliance Register**, developing mitigation plans and reporting to enterprise risk teams to align HR strategy with corporate risk agendas.

Hinduja Global services

Deputy General Manager HR

June 2021 - Dec 2021

- Responsible for Lateral and **Leadership hiring** for US Healthcare Payer side of the business.
- Leadership vendor management – educating the vendors on the company, pitch and JDs, improving governance and feedback loop to vendors.
- Providing quantitative & qualitative inputs to hiring managers to drive to closures.

IKS Health

Associate Vice President

April 2016 - Feb 2021

Employee engagement:

- **Managed the HRBP shop of 3300 headcount** comprising of a varied demography AR callers/ Voice and Data as well as Physicians and Doctors to support US Healthcare processes.
- **Reduce attrition** by empowering and training Team leaders in methods of sharing feedback and recognition.
- **Developed career architecture** for different Line of business. Focused on competences needed at different levels and mobility of resources within line of businesses.
- **Developed policies** to improve agent level performance and improve motivation on the floor. e.g Performance improvement policy, Annual appraisal policy.
- Implemented compliance requirements of the POSH guidelines and established Whistle blower mechanism for IKS.
- Restructured the **Leadership Induction program**. Developed a standard “step-in” plan for leadership induction.
- Part of the **Campus outreach program** representing HR and presenting IKS's people practices.
- Custodian of the **Whistleblower complaints** and conduct investigations.
- Running Industry best practices for Employee listening forums, Frontline development programs, Fun activity on
- Implemented **Talent Upgrade project** to revamp quality of resources monitoring the entire lifecycle of an agent in critical processes. Leading to improved SLA delivery and reduced attrition
- Implement technology interventions for **Psychometric test** (Thomas Profile – DISC, 16 Personality Trait model).
- Implemented **Oracle HRMS cloud solution** with EnY as implementation vendor.

Skills & Competencies

- Organizational Development
- Talent Engagement
- Talent Development
- Talent Retention
- HR Digitalization
- Driving Culture and Learning
- Employer Branding
- Budgeting, cost control & Projects
- Leading large teams spread over geographies.
- HR Data analytics
- AI Tools –
 - Claude,
 - ChatGpt,
 - Canva AI

Mullen Lowe Lintas group

From June 2015 to April 2016

Vice President HR

- Liaising with Labor law consultants and vendors for smooth functioning of **contract staff and open Legal cases.**
- Managing **Trade unions** and conduction Quarterly compliance meetings.
- **HR Automation:** Designed and deployed Automation in
 - i. Online Pre-joining Kit
 - ii. Confirmation process.
 - iii. Online Organogram
 - iv. Travel approval automaton
- Managed Talent management initiatives such as Performance management (PMP)/ confirmation /Code of conduct and other corporate initiatives.
- Organized Reward & Recognition at Goa for Head count of 517 (517 people. 270 rooms. 16 flights. 32 Transfer coaches), Including Travel, Boarding and a gala event.

Intelenet Global Services

Feb 2013 till June 2015

Deputy General Manager - HR

Role & responsibility:

- Managing Employee engagement, grievance for 10000 head counts spread across multiple cities.
- Managing **HR compliance and Labor cases across West India** – Aurangabad, Pune, Vadodara, Mumbai.
- **Managing Political interference** across sites on hiring, vendor empanelment or employee disputes.
- Complying with minimum wages, and **Labor regulations customized to different states.**
- **Leading Fraud and whistleblower investigations** throughout India covering 16 sites.
- Rigor on reducing attritions by weekly attrition review with Business for critical processes and jointly addressing issues that rose from the early warning tools.
- Participation from HR in workshops/Client/QBR Meets and biddings for new business. Participation in developing RFP proposals.
- **Implemented ISO 9001** for critical business for HR. Drafting HR policies and SOPs.
- Running Talent management practices such as **Performance management (PMP), confirmation, Promotions and IJPs.**
- Managed **Sexual harassment Investigations, Audits, Whistleblower committees** for the region.
- Maintaining Payroll, ESIC and PF compliance for 8500 employees.
- Internal and client level HR audits.

Mphasis Ltd.

May 2011 - Feb 2013

Senior Manager HR Business partner

- Leading engagement practice for 2500 headcounts.
- Implemented New Manager's induction program
- Implemented Bottom Quartile management process.
- HR Audit Spoc.
- Supporting employees with managing floor grievances.
- Manage onboarding and Exit formalities.

Capricorn Human Capital Pvt. Ltd.

Dec 2000 - Dec 2009

Director Operations.

- Leading Leadership Hiring & Corporate soft skill training as a PnL responsibility. Client acquisition. Client servicing and collections.

Nair & Nair (June 1999 - Nov 2000)

S.K Kalia & Associates (Aug 1997 - Feb 1999)

Sr. Audit Assistant

Audit Assistant