

SUREKHA

Surekha is an Empaneled and verified trainer associated with planmytrainings.com

SOFT SKILLS DEVELOPMENT TRAINER & HUMAN RESOURCES GENERALIST

- ◆ **Post Graduate Diploma in Business Administration (MBA)** with specialization in Human Resources complemented by 5 years of experience across HR functions as well as training & development.
- ◆ **Demonstrated success in developing employee capabilities** by conducting training programs on enhancing communication, presentation and teamwork skills.
- ◆ **Extensive background in HR generalist role**, including experience in employee recruitment and retention, performance management, policy and process communication, rewards and recognition programs, conflict resolution and employee event management.

HR & TRAINING SKILLS

Soft Skills Training & Development
Training Content Preparation
Training Calendar Management
Competency Development

HR Process Digitization
Employee File Audit
HR Policies & Procedures
Employee Engagement Events

Employee Relations
Performance Management
Rewards & Recognition
Client Communication

EDUCATION & CERTIFICATIONS

MUMBAI EDUCATIONAL TRUST — Mumbai – June 2005 – April 2007

- ◆ Post Graduate Diploma in Business Administration with specialization in Human Resources, 2007.
- ◆ Ranked 3rd in a class of 25.

Activities:

- ◆ Interned at TCS between Dec 2006 and May 2007. Submitted a project report on the effect of account managers' performance and its relation to the growth of accounts.
- ◆ Interned at Abbott Laboratories. Conducted a comprehensive file audit to ensure process compliance for over 315 employees.
- ◆ Member of the MET Placement Committee.
- ◆ Elected as the Class Representative. Liaised with professors and students to schedule lectures & tests; facilitated the collection of course feedback.

ST. ANDREWS COLLEGE — Mumbai – June 2001 – April 2004

- ◆ Bachelors in Mass Media (BMM) with specialization in Advertising.
- ◆ Ranked in the top 10% in a class of 60.

Activities:

- ◆ Interned at RK Swamy BBDO. Trained in the 3 main functional units: client servicing, production & creative.
- ◆ Member of the editorial board that published the college magazine "Andean Annual" for all 3 years.

UNIVERSITY OF CAMBRIDGE — Mumbai Centre

- ◆ Business English Certificate (Vantage)

TRAININGS ATTENDED:

- ◆ Emotional Intelligence
- ◆ Six-sigma web based online training

PROFESSIONAL EXPERIENCE

TATA CONSULTANCY SERVICES (TCS) — Mumbai & Hyderabad – May 2007 to January 2013

TCS is India's largest software development services provider with over 150,000 employees on its rolls.

SAP HCM Consultant, July 2011 – January 2013

Managed the client through periodic interactions & on-site training sessions from project inception to final project delivery.

Key Results:

- Understood client specific requirements and shared the same with the development team
- Constantly interacted with the client on a daily basis to ensure that there are no discrepancies between client expectations and our deliverables
- Created User Manuals to enhance usability of the portal by clearly explaining user flow and structure
- Conducted on-site training sessions for the client on how to use the portal
- Conducted testing to ensure project delivery is as per client specifications
- Mentored a fresher (MBA Graduate) on being an effective team member and in meeting the expectations of the team

Soft Skills Trainer (Learning & Development Team), October 2010 – June 2011

Delivery of soft skills training programs for TCS associates belonging to various experience bands & skill sets.

Key Results:**◆ Training & Development:**

- **Presented the 'Communication Series Module'** that includes Effective Communication Skills; Client Communication; Effective Presentation Skills; and Business Etiquette & Team Skills for associates with experience levels ranging from 3 to 5 years (each session being a ½ day module).
- **Conducted a 'Diversity Management' program** for associates with experience level ranging between 4 & 8 years of experience. The purpose of this module is to help people understand and embrace diversity in teams.
- **Facilitated 'Team Alignment'** through a one day training module that consists of various group activities emphasizing team dynamics and how to work effectively in different teams. The experience level of associates attending this module is between 5 & 10 years.

◆ Content Development & Enhancement:

- **Enhanced two training modules** viz. Effective Presentation Skills and Business Etiquette & Team Skills from the communication series program to make it more relevant and effective to the current-day work scenario.
- **Designed and developed a training module on Work Life Balance** - a full day program for associates with experience between 3 & 5 years. The goal of developing this module was to ensure that internal faculty can conduct this program as they are more aware of company work culture.

HR Generalist, May 2008 to September 2010

Managed core HR and training related activities for a 250 member team in the Life Sciences Healthcare Unit.

Key Results:**◆ Training & Development:**

- **Conducted over 20 training and development sessions** on topics such as Team Building, Effective Communication Skills, Effective Client Communication, Effective Presentation Skills and Time Management.
- Received between 98% and 100% participant satisfaction from attendees whose work experience ranged between 3 and 10 years.
- ◆ **Competency Development:**
 - Ensured that all associates have the required skill set necessary to perform the task at hand through awareness sessions and mailers.
- ◆ **Employee Engagement Activities:**
 - Planned over 15 theme-based activities during special occasions such as Diwali, Christmas & New Year and team building games to boost employee morale.
- ◆ **Grievance Management:**
 - Resolved 100% of associate grievances related to supervisors, projects, leaves, on site assignments, appraisal ratings, promotion and salary within the prescribed SLA.
 - Organized **mentoring sessions** for associates to discuss career plans and gain guidance from seniors; **skip level meetings** for associates to discuss issues faced in projects or with supervisors; **town hall meetings** to meet senior management and share feedback related to account progress.
- ◆ **HR Query Management:**
 - Handle between 10 and 12 associate queries per week on issues related to projects, leaves and compensation.
 - Created *Koffee with HR* - a unit-wide platform for employees to interact with respective HRs on a one-to-one, informal basis.
- ◆ **Performance Management:**
 - Ensure that employees go through the bi-annual appraisal process at TCS that includes data validation, employee self appraisal, appraisal feedback and appraisal disagreement process.
 - Initiated multiple awareness sessions for associates at various stages of the appraisal process; updated dashboards, sent mailers and constant follow-ups to ensure 100% coverage.
- ◆ **Separation:**
 - Evaluated reasons behind employee resignations and supervised exit interviews.
- ◆ **Retention:**
 - Retained at least 3 employees in TCS by providing counsel and addressing their concerns.
- ◆ **Recruitment:**
 - Helped the recruitment team by conducting over 60 HR interviews in 2 different colleges.
- ◆ **Reward & Recognition:**
 - Managed the R&R process for the unit. Sent periodic mailers and conducted awareness sessions for senior managers to reinforce benefits of rewarding deserving associates.

HR Digitization Team Member, May 2007 to April 2008

Played a key role in the creation and design of online modules for easy accessibility and maintenance of HR related work flows in TCS.

Key Results:

- ◆ Devised the leave tracking workflow for TCS to enable monitoring of employees at work and checking if leaves have been properly applied for in the system. **This workflow is currently used by over 150,000 employees across the company.**

- ◆ Contributed to the design and development of a company-wide Audit Tool to track various audit items and help in the closure of the same

EXTRA CURRICULARS

- ◆ Member of Maitree – a social and recreational service organization of TCS. Taught English at the Victoria Memorial School for Blind, Mumbai for over 4 months.
- ◆ Assisted noted film director Sai Paranjpye in digitizing the script for Chakachak – a movie on promoting environmental awareness in the community.
- ◆ Member of the Rotaract Club at college level. Volunteered for blood donation drives, visits to old age homes and fund raising activities.