

Manish Kumar Sharma

GROUP PERSONNEL MANAGER



Result-oriented professional, contributing to success & long-term growth of the organization by **conceiving & implementing effective ideas / strategies** on **HR Operations Management**, pursuing senior-level profiles across **Retail / FMCG industry**, preferably in **UAE**

PROFILE SUMMARY

- Achievement-driven **Human Resources** professional with **over 15 years** of extensive experience in directing **HR Functions** including Employee Relations, Policy Development, Performance Management, Compensation & Benefits, Recruitment, Employee Training, Grievance Management, Statutory Compliances, and so on
- Leading a Team of 15 HR Professionals**; an excellent communicator with exceptional interpersonal skills and hands-on experience in training & development of subordinates; gained proficiency in **managing labor-related issues** such as dispute settlement, disciplinary actions, and so on
- Track record of assisting the Management Team in all employment matters at all levels, thereby **ensuring that the company meets both its legal & social obligations and avoids legal actions**
- Successfully partnered at all organizational levels to **define & implement HR strategies** aligned with organizational objectives; developed strong networks and supported departments company-wide; implemented **HRMS** in group companies
- Track record of **designing & implementing holistic HR strategies** to meet short-term & long-term business challenges with focus on key areas such as **talent & leadership, culture & values, employee engagement & cost control measures**

EDUCATION

- 2006 - 2008** **MBA (HR)**
Shri Ram Institute of Management, New Delhi
- 2006 - 2008** **PGPM**
Shri Ram Institute of Management, New Delhi
- 2005** **B.Com. (Pass)**
DAV College, Delhi University

CAREER TIMELINE



CONTACT

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Flat No. 102,
Building 2 A 1,
Hayat Boulevard
Apartment,
Town Square, Nshama,
Dubai, U.A.E.

SOFT SKILLS

Team Builder

Motivator

Leader

Analytical

Detail-oriented

CORE COMPETENCIES

Talent Management

Training & Development

Performance Management

HR Policies and Procedures

Compensation Management

Recruitment & Retention
Strategies

Manpower, Budgets & Resource
Planning

HRMS Implementation

Cross-functional Coordination

WORK EXPERIENCE

Group Personnel Manager | Sep'13-Present

Al Maya Group, Dubai, UAE

Role:

- Leading a Team of 15 HR professionals; providing guidance & support in recruitment & selection, HR operations, compensation & benefits and training & development of employees working in the company on a regular basis
- Developing global recruitment strategy based on business plans and driving senior level & critical position recruitment across GCC; negotiating contracts with the recruitment agencies & adding them in the company panels
- Standardizing job grades through common methods and mapping the levels across companies; performing job analysis & job evaluation on a regular basis
- Analyzing training needs, designing training module, implementing & measuring effectiveness for development of talent pools across the group
- Formulating yearly business plan; providing Business Unit Head with information regarding HR analysis & implementation of HR programs to support business strategies; developing & implementing HR plans annually for fulfillment of business unit targets
- Advising Business Unit Head and Line Managers on matters such as performance management, career paths, employee development, policies & procedure, talent acquisition, labor laws and employee relations
- Collaborating with Division Heads to evaluate & understand their HR requirements, thereby, providing required support by fulfilling their manpower, training & related needs; evaluating & resolving employee issues & grievances in a timely manner
- Ensuring that the organizational changes & related developments are escalated to all respective levels in the organization
- Reviewing yearly salary & bonus plans; ensuring improvement in existing C&B structure on a regular basis
- Steering HR Operations and assisting Payroll Team in order to ensure payroll processing is completed in accordance with company employment standards & applicable labor-laws

Highlights:

- Designed & implemented Global HR Policies & SOPs for the group based on U.A.E. Labor Laws; implemented HRMS in group companies
- Managed the 'Employee Induction & Orientation Programs' for new joiners so as to familiarize them with the company's policies & culture and facilitate proper integration with the team
- Devised talent management program, recognized emerging talents within the group and developed bench strength
- Identified critical positions, capable successors and time-frame for succession
- Directed operations such as goal setting, mid-year review, annual review, promotion and reward process
- Conducted awareness sessions for line management on company's Performance Management System; supervised completion of Annual Performance Review Process

HR Executive | Jun'11-Aug'13

Home Centre, Landmark Group, Dubai, UAE

Highlights:

- Spearheaded & completed Annual Staff Appraisal of 2200 employees
- Assisted in preparing Manpower Budgets & Resource Plan; provided support to the Finance Department in monthly payroll operations

ACHIEVEMENTS

Rolled out an employee relation project which covered 4000 employees in the first year

Awarded Employee of the Year thrice during the tenure (2012, 2013, 2016)

Successfully managed operations related to employee immigration & labor contract

Created and implemented the company's Performance Management Process, including self-assessments and 360 degree reviews

Managed & implemented Labor Department Regulations to each business entity; ensured 100% satisfied records during visit of government authorities

Developed & implemented innovative retention strategies

Performed Human Resource functions for a 4000 employee business unit, including training and on-boarding, performance management, retention & development and benefits

COMPUTER SKILLS

- Completed 3 years' GNIIT Course
- Oracle's JD Edwards ERP software suite
- Database Management
- MS Office

- Reconciled Passport / Visas / Labor Cards on a monthly basis; prepared & submitted various HR MIS monthly reports to the Management
- Assisted in preparation & maintenance of Oracle HRMS, MIS Reports and its related correspondence
- Directed the Employee Engagement Survey consisting 2200 employees working in Retail, Office and Warehouse
- Associated with the PRO Teams on various issues related to employment visas, residence visas, work permit, labor approvals, cancellations, renewals, medicals and so on
- Managed disciplinary issues & offered appropriate guidance to the line managers for efficient & satisfactory resolution of the same in accordance with HR Policies & Procedures and undertook suitable measures to ensure retention
- Generated transfer letters, promotion letters, warning letters, termination letters, experience certificates, salary certificates, salary transfer letters, NOCs, and so on

Sr. HR Executive | Jul'10-Mar'11

Hello Retail India Pvt. Ltd., Sharaf Group, New Delhi, India

Highlights:

- Designed HR manual to help the new employees in understanding the culture, policies, procedures and guidelines of the company; liaised with the training team in order to provide a customized training & development plan for each new joiner
- Ensured adherence to statutory compliances by liaising with government agencies for PF withdrawal, annual returns, monthly challans, shop & establishment license and labor laws; recorded information on timely basis
- Provided employee relations service to line managers & staff to ensure that the advice / counselling is given appropriately, along with on-site guidance for staff on related matters
- Conducted manpower planning exercise on a half-yearly basis for estimating the necessary budget & headcount required
- Directed the 'Employee Induction & Orientation Programs' for new joiners
- Planned & conducted 'Annual Performance Evaluation' and 'Appraisal Exercises' to provide feedback on employees' performance in the organization; identified areas for growth & improvement
- Investigated the disciplinary issues and submitted the investigation report to the management; issued warning letters & termination letters based on the nature of the issue

PREVIOUS EXPERIENCE

HR Executive | Nov'08-Jul'10

Smart Value Products and Services Ltd., New Delhi, India

HR Executive | Dec'07-Nov'08

ISSAC Computers, Raipur, India

PR Executive | Jun'04-May'06

Aadi Media Services, New Delhi, India

PERSONAL DETAILS

Date of Birth: 16th June 1983
 Languages Known: English & Hindi
 Nationality: Indian
 Marital Status: Married
 No. of Dependents: 2

Driving Licence: Valid U.A.E. Driving License
 Visa: Valid till 9th Aug 2021
 Passport No.: Z5308257