

## CONTACT

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## CORE COMPETENCIES

Talent Acquisition & On boarding  
Talent Management  
HR Business Partnering  
Job Evaluations & Organization Restructuring  
HR Digitization & Transformation  
Career Development & Succession Planning  
Career Maps & Organization Competencies  
Change Management

## ACADEMIC QUALIFICATIONS

Master's Degree in Human Resource Management from Manipal University, Manipal, India.

Bachelor of Engineering in Computers from Pune University, Pune, India

## RECOGNITIONS

Received appreciation in 2007 for hiring record 1,000 employees in a year, globally across all levels.

Received best HR Manager Award in 2008.

Received an award from the Group CEO for improving Employee Experience and Internal Communications in 2017.

# Lizaa Adhikari

**HR Professional** with more than 18 years of progressive, proven leadership experience in Human Resources.

## AREAS OF EXPERTISE

- Automating overall HR processes, designing and implementation of career paths and talent management frameworks.
- Proficient in handling greenfield HR projects, executive development, succession planning, talent pool, performance management, employee relations, HRIS implementation, HR policy formulation, talent acquisition, etc.
- Managing the complete "Employee Life Cycle" and ensuring maintenance of amicable relations among management and employees through the introduction of participative schemes and practices.
- Implement various HR policies & frameworks in an organization towards the goal of improving transparency and clarity at all levels.
- Develop and maintain an effective employee engagement framework across the organization to ensure a conducive work environment which enhances employee commitment and motivation, resulting in growth in business.
- Experience in setting up HR processes for a startup company.

## WORK SUMMARY

**WizzFinancial, Headquarter, UAE**  
**HRBP**

*Dec 2022 - Present*

**UAE Exchange, Global Headquarter, UAE**  
**Associate Director - Talent Management**

*March 2005 – Nov 2022*

- Developed talent management framework, policy, and processes to build a viable pipeline of talents, which supports business growth and productivity.
- Worked closely with business units and corporate senior leaders to continuously assess organization talent capability, ensuring talent availability as per business plans.
- Developed competency framework and career maps for the Organization.
- Implemented succession planning and leadership development programs by identifying, assessing, and developing senior-level and mid-level high potential employees, through talent management tools; IDP and career maps.
- Developed and executed a Talent Pool program for junior employees to ensure development & retention.
- Worked closely with the HR COEs (Talent Acquisition, Total Rewards, Performance and Learning) to ensure compliance to Talent Management Framework
- Worked with Learning team to prepare IDP as per the assessment report, monitored development to ensure improvement in competencies.
- Analyzed key metrics and took corrective actions on Talent Management programs.

## HR TECHNOLOGY

Implemented SAP JAM, an interactive and collaborative tool, in 17 countries.

### SAP – SF (Success Factor)

Domain expert for Employee Central (EC) and Succession Planning modules.

HR Project Manager and domain expert for Recruitment Marketing, Recruitment Management, On-boarding and Off-boarding modules.

## TRAININGS & CERTIFICATIONS

Certified Assessor for Dubai Quality Award (DQA), an Award by the Government of Dubai

Certified Job Evaluation by Hay Group

Certified Compensation and Benefit Manager by Middle Earth

GRID Program for Managers (GRID International)

Cross Functional Effectiveness Training by Louis Allen International

Certified on the Bullet Proof Manager Training series by CRESTCOM

European Foundation for Quality Management (EFQM) Excellence Model

Behavioral Event Interview and Behavioral Competency

Organizational Development Analyst by Middle Earth

## PERSONAL DETAILS

Nationality: Nepalese

Marital Status: Married

## HR Business Partner

- Understand the strategic direction of the business to determine the human capital implications, develop and execute an annual plan to support that direction.
- Responsible for getting into root cause of any issue and solving the problem by implementing solutions that cut across multiple disciplines.
- Partner with Centers of Excellence (COEs) in the design and implementation of HR best practices within the areas of compensation, organizational development, recruiting, performance and learning.
- Responsible for coaching and advising on a variety of components impacting employee experience, employee relation concerns, performance management, rewards and recognition, leaves of absence, local labor laws, compensation, and benefits.
- Responsible for creating and executing initiatives to drive exceptional individual and team performance.
- Plan and implement Change Management of high visibility projects and programs in partnership with key leaders.

## Senior Manager - OD and Employee Experience

- Developed and implemented Career Architecture throughout the organization as per HAY Methodology.
- Custodian of HR policies and processes. Built and owned key metrics to measure the efficiency and effectiveness of HR policies and processes, ensured continuous improvement by introducing current HR trends and best practices.
- Responsible for the Engagement Survey design and execution, partnered with internal stakeholders on the interpretation and designed action plans to ensure improvement on employee touch points which resulted in:
  - 7% decrease in global attrition of critical roles in 2017
  - Improved the On-boarding experience by 15% in 2018
  - Employee experience score increased by 15% globally (2016 to 2018)

## Manager - Talent Acquisition and On-boarding

- Responsible for defining Talent Acquisition priorities and developing the strategy roadmap in line with business plans of the organization.
- Responsible to drive sourcing efforts to ensure a pipeline of high-quality talents through direct sourcing, networking, social platforms, referrals, job boards and campus placements.
- Coached, consulted, and collaborated with Executive Management and HR on staffing process, sourcing strategies and talent assessments. Developed interview guides and trained hiring managers on behavioral interviewing process.
- Developed, tracked and analyzed talent acquisition reports and metrics to ensure the efficiency and effectiveness of the team, processes, interviewers, referrers and all parts of hiring.
- Reduced overall CTF (Cycle Time to Fill) from 60 to 30 days and reduced recruitment expense by 40%.
- Responsible for creating and managing structured on-boarding processes to ensure positive experience.