



Diviyakumar Ganapathy

Senior Level professional: Human Resource Management

"A dedicated HR professional with proficiency in structuring robust HR processes in alignment with business goals focusing on company's growth"

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Profile Summary

- Highly skilled HR professional, offering nearly 13 years of rich experience in Human Resource Management and General Administration across Retail, Trading, Real Estate, Construction, Manufacturing, and Printing industries
- Reduced cost-per-hire up to 95%, and spending of the recruitment budget by 90% by focusing on employee referrals, campus sourcing, internship programs
- Improved retention by 95% by adopting various innovative techniques
- Broad-based experience in HR leadership involving design & execution of strong Organisation structure, career architecture, role descriptions, cutting edge training programs, and employee engagement initiatives
- Skilled in creating a recruitment strategy and leading recruiting support efforts in utilizing various sources to assist in this process.
- Excellence in identifying training needs across levels through mapping of skills required for particular positions and analysis of existing level of competencies
- Visionary Organisational Development Leader with experience in developing initiatives that indirectly contributed to optimum staff retention, facilitated achievement of ambitious strategic goals, increased customer satisfaction, and change management
- Skilled in conducting customized training & leadership modules and team building events geared towards improving soft skills of employees and improving employee productivity, and capability
- Impressive success in creating employee-friendly & productive work environments by coordinating with Facilities directly contributing to optimum employee contributions and retention
- Dynamic, go-getter & pragmatic & focused professional with experience in fast-moving, and comfort with needing to be flexible and adaptable as requirements change



Soft Skills



Career Timeline



Core Competencies

- Strategic HR Management
- HR Business Partnering
- Performance Management
- Talent Acquisition & Management
- Employee Engagement, Retention
- Employee Welfare
- Recruitment & Onboarding
- HR & Admin Budgeting
- HR Policies & Procedures
- Compensation & Benefits
- Grievance and Arbitration
- Career & Succession Planning
- Change Management
- Occupational Health and Safety
- Organisational Development
- General Administration
- Training & Development
- Team Management



Education

- Advanced PG Diploma, Business Administration from College of Applied Sciences, London, United Kingdom in 2006
- Diploma Business Administration from College of Applied Sciences - London, United Kingdom in 2005
- Bachelors in Technology (IT) from Madras University - Chennai, India in 2004
- CIPD (Level 5 -HRM)* Currently Pursuing

IT Skills

- Microsoft Office (Word, Excel, PowerPoint, Outlook - Advanced)
- ERP HR Systems - Advanced
- HRIS / PRIS Systems - Advanced
- SAP / Oracle - Intermediate
- Process Defining Software - Advanced
- Web Based Application - Advanced



Notable Accomplishments Across the Career

- **Pioneered HR Departments (Startups & Expansions)** for Horizon, Car Mart , AMNS Group & Oumolat from scratch
- **Minimized Average Hiring & On-boarding Time from 90 days to 68 days** by developing specific database with inline to JD and required skill-sets
- **Launched company's first formal performance review program**, created a flexible and well-received tool (SMART Analysis) & Balanced Scorecard that was later adopted company-wide
- **Delivered industrial relations advice** and coached line managers in the implementation of HR Principles, Policies, Code of Conduct, Performance Appraisal, Employee Relations rating & grading matrix for different industries
- Established & managed **facility expansion projects with an AED 18 million budget** in Horizon
- Restructured the Organisation Model, saving 8 Million from the Annual HR budget with increasing the annual turnover by 7 %



Work Experience

Feb 2016 to May 2020 : Oumolat Security Printing (UAE Currency printing Facility) as Senior HR Generalist – HR Lead

Role:

- Lead the Human Resources department during the set up phase, in projects of Man power planning, recruitment, HR Policies and Procedures, performance management, Organisational structuring, coaching and special projects.
- Headed the HR Department since 2017 till end of service reporting directly to General Manager and Executive Board.
- Directing, developing and driving business unit's workforce plan and human capital strategies by acquiring and maintaining in-depth knowledge of the business, not limited to budget, revenue and product and portfolio roadmaps. Partners with CTO, GM, Head of Operations and Finance to ensure a feasible, pro-active workforce plan is in place and well executed
- Successfully implemented and over achieved HR Metrics / KPI's (Cost of Hire, Time to Hire, Time to On-board, Retention percentile, Employee Satisfaction index (95 % & above) Quality of Hire, In-House recruitment percentile, Internal Hiring, Effective utilization of training budget, HR & Admin Budget, etc.)
- Provided strategic advice, counsel and consultative solutions to Oumolat Management on people management aspects which includes driving organizational development, team effectiveness, executing change management strategy and employee engagement solutions
- Coach and support line managers in leading and managing their people including through HR systems, leadership development, workforce & Man Power planning/analytics, Performance Management, policies and talent processes etc.
- Provide strategic advice, counsel and consultative solutions to executives on people management aspects of their business to include driving organizational development, team effectiveness, executing change management strategy and employee engagement solutions
- Escalate and coordinating employees' grievances with the relevant team in conjunction with the line Manager (if required). In addition handled the entire gamut of carrying out investigations, grievance handling and disciplinary proceedings, harassment cases in-line with Oumolat's policy & procedures.
- Developed strategies and provided directions for the business for adapting towards the changing environment in the industry
- Implemented Talent Acquisition & Management (Talent Reviews, Succession Planning, HiPo Development, and Executive Coaching)
- Providing management guidance on development opportunities to promote career growth and a development culture helping to develop a high-performance culture
- Creating and implementing company's Performance Management process, including self-assessments and 360 reviews based on the Balanced Scorecard. Which includes half-yearly performance evaluation and reviews to be presented to the Executive Board.
- Directing all compensation programs, including performance-based annual bonus, performance management process, salary reviews, salary surveys, job analysis and evaluation and reward & recognition
- Devised Organisational Development initiatives for employee development and expanding the knowledge and effectiveness of people to accomplish more successful Organisational change and performance.



Previous Work Experience

May'10 to Feb'16: CarMart EST. / AMNS Real Estate Group, Dubai, UAE as HR & Administration Manager

Role:

- Spearheading the entire gamut of HRD functions like end-to-end Recruitment & Selection Process, Strategy Planning, Compensation, Grievance Management, General Administration and Office Management
- Taking ownership of complete Succession Planning Process including talent review, identification of critical talent and incentive planning for critical talent
- Building Training & Development Framework to drive performance and creating a talent pipeline; creating succession planning process that identifies top performers and creating opportunities to strengthen their skills
- Established policies and procedures to ensure achievement of equitable and competitive employee compensation, redirected accountability for spot bonus award program
- Designed and produced a Desk Top Standard Operating Procedures of HR functions streamlining efficiency
- Developed new employee orientation and integration to effectively reduce training time and drive employee assimilation

- Coached and mentored managers on performance management
- Handled overall responsibility of manpower planning and recruitment for the next 10 years and defined it thru a recruitment strategy
- Partnered and coached managers to resolve highly sensitive employee relations issues including conflict resolution meetings, performance management issues and complex Organisational change initiatives
- Created, organized and implemented a new field operations structure that best aligned to the current and future business climate by adding two regional and four area managers' positions
- Developed and successfully implemented employee welfare and Total rewards policies, encouraged employees to actively involved in CSR activities
- Managing the wide spectrum of administrative tasks including procurement of material & services, formulation of purchases & procurement policy, vendor development, housekeeping, transport management, canteen services, visitor management, events, security, budget & budgetary effective cost controls systems

May 2008 to May 2010: Horizon Printing Industries FZ. LLC - Dubai, UAE as HR & Administration Manager

Role:

- Partnering with management for implementing best practices and expanding the strength of the Organisation from an HR perspective
- Designing and delivering behavioral interviewing workshop and revised recruitment process.
- Facilitating end-to-end recruitment life cycle right from sourcing the suitable candidate's profile through web portals/ referrals/ consultancies/ collating CV from walk-in and shortlisting CVs for the relevant position based on JD
- Created the entire HR & Admin Department from the scratch
- Developed and delivered the induction program for all management and Head Office employees, as well as the human capital program for Head Office
- Continually streamlined HR staff processes, while maximizing HR functions within workforce at 3 different locations
- Created robust strategic talent management systems resulting in less than 1% attrition over 2 years and exceeded business goals by 10%
- Designed, instituted and maintained a leadership development program for all Organisational levels. Created HR skills and competencies database for 600 + employees to improve development assignments and mobility among various locations
- Successfully budgeted HR, Admin and Recruitment requirements
- Evaluated processes to improve processes and employee morale
- Developing various reports for the management which is critical for decision making.

Oct'06 to Jan'08: British Petroleum In – Stores, London, UK as HR Executive

Role:

- Assisted Line manager with hiring procedures, screening of candidates, coordinating interviews
- Managed time & attendance records for payroll
- Conducted preliminary Interviews and preparing Job Descriptions in liaison with Line Managers
- Worked closely with department manager to assess temporary (buffer) man-power needs and providing the management with the same
- Coordinated Employee engagement activities



Certifications

- Licentiate in HR Business Partner & Consulting
- Certified Compensation and Benefits Manager (CCBM)
- Certified Performance and Competency Developer (CPCD)
- Certified HR Business Partner & Consulting (CHRBP)
- Train the Trainer
- Strategic Human Resource Management Professional (SHRMP)
- Human Resource Management
- Certificate in Emotional Intelligence
- Certified internal auditor for ISO14298:2013



Personal Details

- Date of Birth:** 29th October 1981
- Language Known:** English, Tamil, Hindi, Malayalam, French
- Address:** Dubai Silicon Oasis, Dubai
- Marital Status:** Married
- Passport Number:** L2495298
- UAE Driving License:** Yes (D/L no: 1882666)
- Visa Status:** Residence Visa