

SHIJU GOPAL

An accomplished, goal-oriented and high potential **Human Resource Management Professional** with **10+ years'** versatile experience in end-to-end HR functions across **Industrial Catering, Retail, Quick Service Restaurants (QSR), Business Process Outsourcing (BPO), Healthcare & Education Industries** with proven track record of delivering consistent business results through adept leadership and application of sound management practices.

Always keen to maintain and enhance human resources productively in an organization, developing strong manpower, identifying talent and deploying professional development programs, constant feedback mechanisms in order to achieve organizational goals and fulfill employees' needs.



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Bengaluru, India



PROFESSIONAL DOSSIER

Regional Talent Acquisition Head
Compass Group India Support Services Private Limited
Feb 2019 - Aug 2020 *Bengaluru, India*

- Responsible for manpower planning & budgeting, recruitment, bulk hiring (Avg 150/month), offer negotiation, onboarding, cross-functional induction and employee engagement activities.
- Led key recruitment projects and programs and leveraged best practices in recruitment.
- Spearheaded annual recruitment budgets in coordination with key stakeholders.
- Handled new mobilization hiring activities and ensured 100% manpower availability before the launch.
- Successfully managed replacement hiring of existing units and branch office at all levels - 95% closures within TAT.
- Developed, delegated and retained a team of 3 recruiters and drove recruitment process upgradation.
- Published periodical dashboards on recruitment matrices, analyzed key trends to track hiring success and made the right recruiting decisions.
- Reduced recruitment costs by 15% in FY19-20.
- Introduced the concept of Focused Group Discussion (FGD) for unit employees in the region and covered 30% of employees during Sep 2019-Feb 2020.

Regional Human Resource Business Partner
Lenskart.com
May 2018 - Jan 2019 *Bengaluru, India*

- Responsible for joining formalities, business partnering, HR strategies, performance management & attrition control.
- Managed regions consisting 350+ employee base in 66 offline stores across Karnataka and Kerala.
- Formulated road-maps & HR strategies in-line with business objectives and goals.
- Led and designed performance management system at store level.
- Controlled store level attrition and containing it to 2.5% from 17% during FY2018-19.
- Streamlined and standardized HR processes and policies across regions.
- Ensured 100% of adherence of store visits & store HR audits as per quarterly allotment.
- Conducted competition benchmarking for salary and employee base at store manager levels.



KEY COMPETENCIES

Talent Acquisition & Talent Management

Manpower Planning & Budgeting

Bulk / Volume IT & Non-IT Recruitment

Campus & Lateral Recruitment

Onboarding & Induction

Contract Labour Management

Performance Management & Succession Planning

Team Development & Management

Cost Reduction & Attrition Control

HR Strategies & Stakeholder Management

Vendor Relationship & Management

HRIS & Data Analytics, Dashboards

Competition Benchmarking

Grievance Handling

Employee Engagement & Relations

Circle Head - Human Resources
Jubilant FoodWorks Limited (Domino's Pizza India)
July 2012 - May 2018 *Coimbatore, India*

- Responsible for campus recruitment, volume hiring (Avg 200 per month), internal job promotions (IJP), grievance handling, vendor management and data analytics & dashboards.
- Managed a circle consisting 800+ employee base in 46 restaurants across Kerala & Rest of Tamilnadu.
- Handled new store opening (NSO) hiring activities and ensured 100% manpower availability before the restaurant launch.
- Responsible for replacement hiring of existing restaurants and branch office at all levels - 90% closures within TAT.
- Handled internal job promotions for lower/middle level employees for the circle.
- Ensured 90% of adherence of restaurant visits & HR audits as per quarterly allotment.
- Involved in vendor management for the circle. Acquired vendors for 6% and monitored vendor performance.
- Published dashboards on new restaurant opening data, ideal Vs actuals analysis, recruitment costs analysis and manpower model Vs current headcount Vs actual requirement.



EMPLOYMENT HISTORY

HR Executive	<i>Creative Networks & Health, Bengaluru</i>	<i>Jun'2011 - Jan'2012</i>
Chief Coordinating Faculty	<i>ILM Private Limited, Bengaluru</i>	<i>Jul'2006 - Mar'2011</i>
Marketing Executive	<i>Agraj Automation, Bengaluru</i>	<i>Jun'2005 - Apr'2006</i>
Marketing Executive	<i>Space Marketing Service, Kerala</i>	<i>Jun'2004 - May'2005</i>



ACADEMIC CREDENTIALS

MBA (HRM & Marketing)	<i>Mahatma Gandhi University, Kottayam</i>	<i>Jun'2008 - Apr'2010</i>
BBA (Business Administration)	<i>Mahatma Gandhi University, Kottayam</i>	<i>Jun'1999 - Sep'2002</i>



CERTIFICATIONS

- Certified Human Resource Management Professional (CHRMP) from Ripples Learning Services.
- Diploma in Office Automation & Financial Accounting (DOA & FA) from CDAC Pace.



IT & SOFT SKILLS

- ✓ MS Windows & Office (Advanced Excel).
- ✓ Canva Software for Recruitment Banners & Posters.
- ✓ Applicant Tracking Systems - LinkedIn, HIRIST, Angellist, Indeed.com & Facebook.
- ✓ Insider, Outperformer and Problem Solver.



PERSONAL DETAILS

- 🕒 Date of Birth: 15th May 1982.
- 🗣 Languages Known: English, Malayalam, Hindi, Tamil and Kannada.
- 🛂 Passport Number: V1585547; Place of Issue: Bengaluru; Date of Issue: 04-08-2021; Expiry Date: 03-08-2031.