





# Neelam Lolayekar

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With 8+ years' experience with large multi-national organizations, I have worked with business teams at all levels in the capacity of a business partner & contribute beyond the line role in numerous corporate HR functions such as C&B, HRIS, automation, employer branding & employee rebadging. Operating with multiple priorities simultaneously, my focus remains creating a positive customer experience at every opportunity. Being comfortable with high volume workload & not afraid to 'roll up my sleeves', I have been able to achieve steady progression in HR function throughout my experience.

## Experience

Wipro Ltd | India | September 2013– June 2019

HR business partner

(6 YEARS)

Role summary: Was managing multiple telecom business accounts of Wipro with headcount of 700+ (avg.)

**HR Strategy:** In partnership with business and HR stakeholders, developed people priorities that enable sustainable performance and growth of the business. Ensured effective working relationship with internal cross-HR team & colleagues to drive similar people agenda & support larger business team. Delivered appropriate and relevant HR advice to line managers and staff, ensuring alignment to business strategy, governance processes and risk appetite.

**Partnering & Engagement:** Proactively formed credible relationship with business stakeholders to influence people-related decisions through support, engage & coach on policies & processes. Played the role of a change agent, key enabler to help drive specific change initiatives with stakeholders bring necessary intervention to affect business positively. Worked along with business to ensure optimum performance on day to day basis through regular coaching, counselling, managing complex employee issues & disciplinary actions against defaulter. Besides, collaborated with relevant Centers of Excellence (COEs) on all people related matters for ad-hoc and planned initiatives related to entire talent management process.

**People & Talent:** Played the role of culture champion to develop, implement & communicate people & culture agenda by not only coach and guide leadership on the cultural aspects to propagate but also build scalable mechanisms to audit and preserve it. Worked on resource planning for on/ off season basis project pipeline, skills inventory with heads of departments, project managers & senior leadership. Along with this, ensured team managers take ownership in grooming talent, generate individual development plan, career planning & bring results with HR support.

**Talent Management:** Assessed every situation from HR standpoint, calculate risk profile of business including operational & reputational risks & provide rectification & resolution. Examples

of high-risk situations such as – Attrition of key talent, poaching of talent in market, confidentiality/ data breach of sensitive business information.

**Business conduct & Governance:** Guaranteed 100% compliance to policies, processes, regulations, code of ethics followed by the organization by creating awareness among employee groups, feedback system on audit findings, detect breach incidents, prepare documentation & conduct investigation.

**Engagement:** Played the role of first point of contact for any employee issue/concern, an employee advocate to ensure satisfactory & timely resolution provided from respective department for a pleasant employee experience. Formulated a cost- conscious & creative solutions to regular employee engagement, reward initiatives to keep up a fun work environment & high morale. Captured the 'pulse' of the workforce periodically through dipstick surveys, townhalls, meet with leadership & focused group discussion.

**Group level Initiatives & HR digital transformation:** Was a part of multiple core teams of short & long term strategy assignments (voluntary) to deliver impactful people projects across the organization in the field of HR bot/automation, HR analytics, HRIS, policy formulation, aspiration mapping & employee rebadging & organizational design.

Achievements/ Stretch assignments:

- **Spearheaded annual appraisal cycle & merit salary increase allocation** for entire line of business (17000+ employees) consisting of activities such as: liaison with corporate team, ensure 100% stage closure, 100% discussion complete, tracking & improve appraisal awareness through various channels, rating compliance with guidelines, working with senior leadership for salary increments & budget allocation & query resolution, assistance to larger HR & business teams.
- **Project head (17000 employees across globe) for a re-skill and up-skill project** with the help of mandatory in-house online training and certification. Nuances of my role in project: Understand future manpower requirements, creation of training modules, functional development on company portal, formulating certification policy, troubleshooting queries from cross-HR departments & employees & org-level HR communication
- **Worked on a HR automation project** to robotize HRSS chat services for Wipro employees. The role involved providing policy expertise in training bots for different case scenarios, integrating employee data at back-end for chat effectiveness and handled complex employee queries redirected by chat-bot. With this, we were able to attend 120+ queries w/o human intervention.
- **Worked on a rebadging exercise of 2500+ employees from three organizations** to takeover new business from competition. The role involved providing demographic analysis, designation and work experience mapping, salary and benefits mapping, HR communication release, on boarding and resolution management. Managed annual appraisal & increment allocation for 18000+ employees across levels for two cycles consecutively. The role involved coordination between corporate HR & business, maintain communication between teams and business for updates and ensure activity completion, appraisal rating normalization, managing increment budget and allocation by rigorous dialogue with business.

## Executive- HR | Atos Ltd. (erstwhile Syntel) | India

JUNE 2011– MARCH 2013 (2 YEARS)

Role summary: Worked with strategic initiatives team on various HR organization level initiatives pertaining to hiring, HR automation & employer branding. Later, transitioned to a talent acquisition role for support function.

### Achievements:

- Kick-started the **alumni connect initiative** through various social media platforms and organizing alumni meet & greet across three cities. Was able to connect with 2000+ (online) and 500+ (offline) ex-employees which helped in re-hiring 80+ employees, saving 7% of annual recruitment cost.
- Was a part of **recruitment process automation** developed and implemented org-wide. The role involved providing subject matter expertise to development team, developing case scenarios, troubleshooting, training and communication with recruitment team. The application saved 10% recruitment costs Y-O-Y and streamlined the process by eliminating redundancy.

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## Traits

Customer-centric • Self-starter • Dynamic • Agile learner

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## Education

JUNE 2011

Master's in Business Administration (MBA) specialized in Human resources (HR) | Symbiosis International university | India

JUNE 2009

Bachelor's in Business Administration (BBA) | Symbiosis International university | India

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## Activities

Baking • Reading