

# Shivani Dhingra

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Location : New Delhi

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**Profile Summary:** HR leader with 18 years of experience in Corporate HR strategy, Talent Acquisition, Employee Engagement, Compensation & Benefits and Payroll. Proven track record in HR consulting, performance management and optimizing HR operations. Strong decision-maker with expertise in stakeholder management, retention strategies and compliance. Skilled negotiator with exceptional interpersonal and leadership abilities.

**Core Competencies:** Talent Acquisition | HR Operations | HR Policies and Procedures | HRBP | Employee Engagement | HR Analytics & Audits | Orientation & On-Boarding | HRIS Technologies | Training & Development | Performance Management | Talent Management | Budget & Forecast | POSH / Disciplinary/ Compliance Management | Comp & Ben | Exit Management | Stake Holder Management | Workforce Planning | Conflict Management and Resolution | Employee Relations & Welfare | HRIS app's ( HROne, Workday, Farvision, Paysquare)

## Experience

**Deputy General Manager at Shobiz Experiential Private Limited. (Part Of Havas Creative Network)**  
Since May 2023- Present

### Talent Acquisition & Workforce Planning:

- Led the talent acquisition strategy, ensuring timely recruitment of top-tier talent to meet business objectives.
- Collaborated with business leaders to forecast workforce needs, design hiring plans, and implement proactive talent sourcing strategies.
- Built a strong employer brand through innovative recruitment marketing and diversity initiatives.
- Led competency-based hiring and assessment-driven selection, ensuring alignment with business goals.
- Negotiated salary structures, ensuring cost-effective hiring while maintaining market competitiveness.
- Partnered with stakeholders to design talent pipelines for critical and niche roles, ensuring business continuity and succession planning.

### Stakeholder Management & HR Business Partnership:

- Developed strong relationships with leadership, department heads, and employees to align HR with business goals.
- Acted as a bridge between management and employees, ensuring transparent communication and trust.
- Collaborated with cross-functional teams to drive people-centric initiatives that enhance the workplace experience.
- Actively participated in leadership meetings, offering HR expertise to drive strategic decisions.

### End-to-End Employee Lifecycle Management:

- Delivered comprehensive HR services across the employee lifecycle, supporting both employee satisfaction and business performance.
- Led the implementation of HR plans and policies, balancing flexibility and consistency while ensuring legal compliance.
- Managed payroll processing, ensuring compliance with statutory regulations for timely and cost-effective operations.

### Operational Efficiency & Employee Engagement:

- Drove continuous process improvements across core HR functions, enhancing accuracy and efficiency.
- Led initiatives to improve staff morale and strengthen relationships between employees and leadership, contributing to retention.
- Managed employee engagement activities to foster a positive workplace culture, aligning with organizational objectives.

### Audit, Compliance & Legal Adherence:

- Partnered with external audit teams to ensure adherence to data, process standards, and compliance requirements.
- Reduced administrative costs by streamlining processes and improving cash flow management.

### Employee Relations:

- Served as a trusted HR advisor, resolving conflicts and employee relations issues with fairness and discretion.

- Championed Diversity, Equity, and Inclusion (DEI) initiatives, fostering an inclusive workplace culture.
- Developed and maintained HR policies promoting transparency, fairness, and a high-trust work environment.

#### **Organizational Development & Change Management:**

- Led organizational development initiatives, fostering a culture of continuous improvement and agility.
- Designed and executed change management strategies for smooth transitions during mergers, restructures, and policy changes.
- Partnered with leadership to develop succession planning frameworks, ensuring business continuity.
- Implemented employee engagement and capability-building programs to enhance adaptability and productivity.
- Spearheaded HR process optimization and automation to improve operational efficiency and employee experience.
- Championed culture transformation and DEI initiatives to build an inclusive and high-trust workplace.

#### **HR Analytics, Automation & Digital Transformation:**

- Utilized HR analytics to track and enhance employee engagement, retention, and productivity.
- Led the implementation and optimization of HR technology systems (HRIS, LMS) to improve efficiency.
- Transformed HR decision-making through data-driven insights for strategic business recommendations.
- Monitored and reported key HR metrics, enabling leadership to make informed, evidence-based decisions.

#### **Performance Management & Leadership Development:**

- Led goal-setting, continuous feedback, and performance appraisals to drive a high-performance culture.
- Implemented leadership development programs, fostering a strong internal talent pipeline.
- Provided coaching and mentorship to managers, enhancing team performance, engagement, and growth.
- Developed and executed learning & development (L&D) initiatives to upskill and future-proof the workforce.

#### **Employee Benefits Management:**

- Managed benefits packages (healthcare, retirement, wellness) aligned with organizational goals and employee needs.
- Ensured clear communication of benefits offerings, enabling employees to make informed decisions.
- Led wellness initiatives to promote a healthy work-life balance and improve employee satisfaction.
- Optimized cost-efficiency in benefits management, balancing employee satisfaction with financial goals.
- Gathered employee feedback to assess satisfaction and continuously improve benefits programs.

#### **Office Administration & Resource Management:**

- Efficiently managed office administration, ensuring operations remained within budget while overseeing service providers.
- Handled procurement for office needs, optimizing spend and resources.
- Oversee AMCs, ensuring timely renewals and maintenance of office equipment and services.

#### **M3M INDIA PRIVATE LIMITED : Senior Manager (Human Resource- HRBP Role ) Since Nov 22-Mar 2023**

- Promote diversity awareness in hiring practices
- Mentor managers on employee development best practices
- Responsible for administering performance management program
- Advise leadership on hiring and terminations
- Administer payroll, employee benefits
- Provide guidance on employee behavior and conflict resolution
- Conduct investigations in response to employee complaints
- Partner with leadership to develop succession plans

#### **SIGNATURE GLOBAL INDIA LIMITED | Assistant General Manager (Human Resource) | Feb 2022 – Nov 22**

- Developing, analyzing and strategic HR Initiatives Planning and Execution. Cross functional Coordination for smooth running of business with cost effectiveness. Manpower planning, budgeting, sourcing, recruitment and selection, on boarding across units for different technical and non- technical departments
- Improve HR initiatives, enhance staff morale, enhance relations between staff and employers, contribute to attaining business goals, promote good HR practices. Formulation & Implementation of Company Policies System, Procedure. Developing, monitoring & managing wellness initiatives, employee engagement activities

- Point of contact for all employee grievances and partner with the HR Business Partner in conducting necessary investigations. Provide MIS support for Attrition analysis, includes analyzing Exit interview, observe trends and highlight important aspects, prepare and publish dashboards. Statutory compliance, employee life cycle.
- Drive engagement initiatives like – New hire Buddy/ mentoring program, Voice of Employee, Round tables and R&Rs. Partner with HRBPs to drive Career path sessions/ initiatives. Support the L&D team in conducting training needs assessment for employees across levels. . Building managerial capability for leadership.
- Organizing employee engagements & OD programs and ensuring prompt resolution of employee grievances & maintaining cordial employee relations. Defining KPIs/Goals to facilitate PMS, identifying skill gaps and facilitating learning & capability building programs. HR Operations and Change Management initiatives.
- Support the business unit management to develop and implement HR plans and solutions in order to achieve strategic business initiatives and deliver results. Plan, manage and provide continuous improvement to all aspects of the organization. Supporting managers in identifying and retaining key stakeholders at risk.
- Providing professional support, coaching and advice to the line managers in a wide range of HR issues, including specialist support and advice on complex associate related issues. Supporting managers through the annual HR year-end processes around bonus, annual pay, succession planning, Engagement survey, etc.
- Analyse data to identify trends and recommend solutions to improve performance, retention and employee experience. Handle employee orientation, induction. Assist in formulation of policies for the company. Drive Business Partnering & OD functions. Work with the team on long term plans and function specific initiatives

## **ELDECO INFRASTRUCTURE & PROPERTIES LTD | Assistant General Manager (Human Resource and Administration)**

**(HR Head Role- Started as Manager and gradually reached a level of AGM)**

**Aug 2011 to Jan 2022**

- Work with leadership to determine business needs. Improved the hiring process by identifying the priority roles that must be filled to enable the business to meet its goals. Improved integrity of the compensation program by overseeing employee compensation levels, salary increases and performance appraisals
- Deliver service in support of all aspects of the employee life cycle. Provide leadership and support the implementation of HR Plan, policy as required, adopting an appropriate balance of flexibility and consistency, relative to business need. Performing complete Payroll Processing along with management of compliances
- Ensure continuous process improvements of data, payroll, leave, full & final settlement etc. Improve HR initiatives, enhance staff morale, enhance relations between staff and employers, contribute to attaining business goals, promote HR practices. Managing staff me initiatives, employee engagement activities.
- Work with Audit teams externally to ensure adherence to process/data standards but also in line with relevant legal and compliance requirements. SPOC for all employee related functions, queries, grievances, stress management. Considerably reduced the administrative costs and cash movements in the department
- Managing and supervising of all the office administration work effectively and within budgetary limits. Co-ordinate with service providers (example- housekeeping and local agencies). Overseeing all purchases related to office needs and team members (both capital assets and recurring needs– stationary, cafeteria needs).
- Follow ups / renewal on periodical AMCs and printers and cross checking periodically. Responsible for on boarding and partnering with the recruitment team in hiring associates based on business forecasts. Partner with business leaders and other support functions to maintain a highly motivated and engaged workforce.
- On boarding and partnering with the recruitment team in hiring associates based on business forecasts. Partner with business leaders and other support functions to maintain a highly motivated and engaged workforce. Handle employee orientation, induction. Schedule job interviews and assist interview process.

## **CHD DEVELOPERS LIMITED, NEW DELHI | Assistant Manager HR and Administration | Dec 2006 - May 2009**

- Handling complete Recruitment Cycle (from receiving Manpower Requisition Form to issuing Appointment Letters) and ensuring best talents are hired from market, within set timeline and approved budget. Hiring candidates through internal references, advertisements, online job postings, direct interviews, manpower consultants etc. Administer organization human resource plans and procedures for all company personnel.
- Development and implementation of personnel policies and procedures; prepare and maintains documented employee policies and procedures. Implement new policies, procedures and programs in support of Business. Point of contact for all employee grievances and partner with the HR in conducting necessary investigations.
- Provide MIS support for Attrition analysis, analysing Exit interview, observe trends and highlight important aspects, publish dashboards. Schedule job interviews and assist interview process. Ensure background and reference checks are completed. Assist in formulation of policies & standards for the company.

## **FIRST ADVANTAGE PRIVATE LIMITED, NEW DELHI | Jul 2005 - Dec 2006 | Senior Associate – Front office**

**International Law Group, New Delhi | Jan 2004 - Jun 2005 | Front Office Executive**

- Managed reception, visitor handling and general office administration, ensuring smooth daily operations.
- Oversaw leave and attendance systems, coordinating with Corporate Office for payroll processing.
- Organized employee engagement activities like themed events, excursions and festival celebrations.

- Handled travel management for the MD, including bookings for flights, hotels and visas.
- Ensured guest satisfaction by resolving complaints and enhancing visitor experiences.
- Liaised with travel agents and corporate partners, optimizing costs and ensuring seamless logistics.
- Drafted contracts and reports, ensuring compliance with company policies and industry standards.

**Education**

- Masters in Human Resource Management, 2006 Annamalai University, New Delhi, India
- Bachelors of Arts, 2000 Delhi University, New Delhi, India
- 2 years GNIIT diploma from NIIT, Delhi
- Completed workshop on AI and automation in Ms Excel
- Certificate course in ChatGPT Prompt Mastery

**Shivani Dhingra**