SWEETY SRIVASTAVA



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Professional Vision

To work at a strategic position in a progressive and growth oriented organization that requires an energetic professional with excellent management and HR skills.

Overview

Enthusiastic and result-oriented professional with 15 + years' of experience in the education and healthcare sector. I am currently working as Senior Manager in the HR Department, J K Lakshmipat University, Jaipur.

PROFESSIONAL SYNOPSIS

- With over 15 + years of experience in **Human Resource Management**, I am looking for an opportunity, where my personal excellence could be utilized to spearhead organizational excellence through the best practices in Organizational Development.
- **Core strengths:** Core responsibility for **HR Operations** like quality accreditations-NAAC(National Assessment Accreditation Council) JCI (Joint Commission International) & NABH (National Accreditation board for Hospital & Healthcare providers) and NABL, Recruitment (Teaching and non-teaching staff), Performance Management System (PMS), Payroll, Budgeting Statutory Compliance, Employee Engagement & Involvement, Training and development.
- A keen planner, strategist & implementer with demonstrated abilities in devising HR process & activities.
- Strong interpersonal skills and the ability to deal effectively with a diverse group of individuals.
- Possess excellence, interpersonal development, communication, presentation, written and verbal communication skill.
- Well versed with applications in MS Office (Word, Excel, and Power Point) & ERP.

TRAITS

Proactive approach in achieving and surpassing set targets & goals.

Excel at interfacing people at all levels to ensure achievements of organization goal.

Excel in highly competitive environment where leadership skills are the key to success.

EMPLOYMENT

1) **Currently working with J K Lakshmipat University as a Senior Manager-HR from 13th December 2021.**
   Handling the entire HR operations recruitment till exit of employees.
   a) **Recruitment and Selection:** Developing job descriptions and person specifications for various positions within the educational institution. Advertising vacancies, managing the recruitment process, and coordinating interviews. Conducting background checks and verifying credentials of potential candidates. Ensuring compliance with equal opportunity legislation and best practices in recruitment.
   b) **Onboarding and Orientation:** Developing and implementing orientation programs for new hires. Facilitating the completion of necessary paperwork, including employment contracts, tax forms, and benefits enrollment. Providing information about organizational policies, procedures, and culture to new employees.
   c) **Employee Relations:** Serving as a point of contact for employee inquiries and concerns. Mediating conflicts and resolving grievances in accordance with organizational policies and applicable laws. Promoting positive employee morale and fostering a supportive work environment. Implementing employee recognition and reward programs.
   d) **Performance Management:** Developing and administering performance appraisal systems. Providing training and support to managers on performance evaluation processes. Facilitating goal-setting discussions and performance feedback sessions. Identifying training and development needs based on performance evaluations.
   e) **Training and Development:** Identifying training needs and coordinating the delivery of training programs. Developing and implementing career development initiatives. Organizing workshops, seminars, and other learning opportunities for staff members. Monitoring and evaluating the effectiveness of training programs.
   f) **Compensation and Benefits:** Administering payroll processes and ensuring accuracy in salary payments. Managing employee benefits programs, including health insurance, retirement plans, and leave policies.

g) **Compliance and Policy Implementation: Ensuring** compliance with employment laws, regulations, and industry standards. Developing and updating HR policies and procedures manuals. Providing guidance to managers and staff on compliance issues. Handling documentation related to disciplinary actions, terminations, and legal matters.

h) **HR Information Systems and Recordkeeping:** Maintaining accurate employee records and HR databases. Generating reports on HR metrics, such as turnover rates, absenteeism, and training participation. Ensuring data security and confidentiality in HR information systems. Collaborating with IT personnel to implement and upgrade HR software solutions.

i) **NAAC-**Managing NAAC (National Assessment and Accreditation Council) data in the University related to HR department.

2) Metro Mas Hospital, Jaipur (23rd March 2020 to 30th November 2021) as Senior Manager-HR

Heading the Department and managing the manpower of 550 in the Hospital. Dealing with all HR operations and day to day activities in Metro Mas Hospital, Jaipur.

To ensure better work environment for all employees, speedy problem solving at lowest levels in accordance with policies, ensuring discipline, equal opportunities, attendance management and payroll, employee welfare activities, rotational duties where necessary, Responsible for unit payroll and legal compliance, handling employee grievances, cross functional exposure to employees, analyzing training needs of each employee and arranging the trainings.

3) Narayana Multispecialty Hospital, Jaipur (1-May 2010-20th March 2020) as Deputy Manager

I was 2nd liner in the Department after my HOD. Dealing with all HR Operations for 900 employees including Quality accreditations (NABH, NABL, JCI) budgeting, PMS, Training & Development, Employee engagement activities, POSH, Grievances.

Job Responsibility:

Recruitment & Selection:

- Collection of Database from Campus, Job portals Advertisement, Employee References and Other Sources for Scrutiny of the candidates.
- Co-coordinating with different departments for interview of the candidates.
- References check of candidates as per resume.
- Completing joining formalities including medical check-ups.
- Co-ordination with the concerned department for induction & trainings and orientation of the new joining.

Employee Engagement Activities

- Organizing open house for the month and bday celebration.
- Organizing Events like (Annual Day, Doctor's Day, and Nurse's Day).
- Coordinating 90 days feedback session with the new employees
- Cultural activities like Diwali celebration, Dahi handi completion, Dandiya Competition, Mehndi Competition,
- Organizing Motivational activity like spiritual talk, meditation yoga
- Co-ordination for corporate social responsibility with CSR TEAM.
- Organizing fun and games for staff and Doctors like Cricket Match, Kite flying Competition

Performance Management and Process Improvement

- Imparting training to all employees for PMS
- Goal setting for different departments.
- Performance Appraisals for all including Professionals
- Prepare offer, Appointment, Revision & Confirmation letter
- Closer of PMS and send the details to corporate.

Quality Accreditation (JCI, NABH & NABL)

- Personal files checking as per SQE & HRM and closer
- Making Job description as per the department.
- Coordinating the Financial Year KRA Setting as per the positions.
- Basic competency mapping for all employees.
- Making Policies related to Quality Accreditation.
- Coordination with third party for reference check.
- Taking care of Privileging and credential verification for all employee and doctors

- Maintain and updating the Tracker of Annual health checkup
- Tracking of complete trainings of BLS, ACLS, NALS, PALS, Age competency, Refresher training.

Training & Development:

- Taken various soft skills modules, POSH training & Orientation and Induction Program for the staff and doctors.
- ICC member of the POSH Committee.
- Training feedback analysis, Training needs analysis; developing the new training program as per the requirements.
- Capture the training data as per different MIS.
- Departmental training program data capturing and analysis.

ACHIEVEMENTS & AWARDS

Successfully completed NAAC Audit in Apr 2022 with A Grade.
Successfully completed NABH Audit in Dec-2020 with zero noncompliance in HR.
Launched **NH EXCELERATE (2020)** mobile application (online training module) successfully.
Successfully done leadership training program (i-LEAP) in 2019.
Successfully completed two accreditations with JCI Surveyor in hr interview (2012, 2015) and NABH (2018,2020), NABL audits.
Awarded in 2018, 2017 for the outstanding performance in annual function.
Awarded for **completion of 5 years in NH-Jaipur** in Jan 2016
Awarded for "**commitment to serve"** in Kolkata meet in May 2015
Awarded as a **The Best employee** in the Department at Jan-13.
Active participation award in **JCI (2012)**

4) Novartis Health Care Pvt. Ltd. (Feb-2004 to Oct-2008)
Designation –Senior Executive (Jan-2008-Oct-2008)
Executive (Feb-2004 to Dec-2007)

JOB PROFILE:

Streamlining pre existing process to enhance efficiencies, while minimizing operational time.
Monitoring channel sales and marketing activities; implementing effective strategies to maximize sales and accomplishment of revenue and collection targets.
Implementing sales promotional activities as a part of brand building & market development.
Forging relations with doctors, professionals & Chemist.
Promotion of pharma products to doctors.
Provide competitor feedback to management.
Strengthen relationship with existing & new customers.
To organize OPD camp, School Camps, CME, education needs for resident and senior doctors.

ACHIEVEMENTS

107% Sales target in 2005
109% Sales target in 2006.
119% target achievement in 2007.
Successfully launched new product 'Benefibre' with highest sales in the Country.

AWARDS

Best performance award for T-Minic range of product-2007
All India best performance award for new product 'Benefibre-2008

EDUCATION

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Degree/Certification	Subject	Institution	Year	Percentage/ Grade
PGDBA	Human Resource	Symbiosis, Pune	2010	B
Post-Graduation (M.Sc.)	Anthropology	Rajasthan University	2005	61%
Graduation (B.Sc.)	(Botany, Zoology, Chemistry)	Rajasthan University	2003	68%
12th	All	Maheshwari School	2000	66%
10th	All	Maheshwari School	1998	74%

Personal Details

Father's Name Mr. Pawan Kumar Gupta
Husband's Name Mr. Sumit Srivastava
Date of Birth 23/09/1983

Address N-17, "AAKASH Building", 2nd floor, Sun flower colony, Near Mahima Panache, Pratap, Nagar, Jaipur – 3020 033

References:

Dr. Pushpendra Singh (Professor in JK Lakshmipat University, Jaipur) M-9462809192

Mr. Ashish Sharma (Head Compliance & Quality) M-8696943434

Ms. Vishnupriya Sharma (Regional HR Head in Karakinos Healthcare, Bombay) M- 8696943423