Dr. Anjali Mishra

Cell: (+91)8946809794, dranjalihr1911@gmail.com

Dedicated and results-oriented HR Professional with extensive experience in HR Generalist functions, Recruitment, Stakeholder Management, Employee Relations & Engagement, Grievance Handling, HR Policy Making, Implementation, HR Training & Development, and HR Business Partner roles. Proven ability to foster positive workplace environments and drive organizational success through effective HR strategies. Seeking opportunities to contribute expertise and leadership in a dynamic and growth-oriented organization.

WORK EXPERIENCE

Suvira Hospital – A Unit of Suvira Hospitals Pvt. Ltd.
July 2024- Till Date

Position – Head HR

Responsibilities

- Development and Implementation of HR strategies aligned with the vision and mission of the Hospital
- Partnering with Leadership team for HR related measures
- Lead talent acquisition and management
- Resolution of employee grievances, conflicts, and disciplinary actions
- Lead employee recognition initiatives & programs and foster positive workplace and enhance employee satisfaction and retention
- Lead employee training and development initiatives
- Develop and manage competitive compensation structures, including salaries, bonuses, and benefits, to attract and retain top talent.
- Manage employee benefits programs
- Foster continuous learning and development initiatives for all staff, including leadership training for managers.
- Ensure HR policies and practices comply with local labor laws and healthcare regulations.
- HR Analytics & reporting

Dr. B. Lal Clinical Laboratory Pvt Ltd
Aug 2023 till July 2024

Position – Head HR

Responsibilities

- Strategic HR Leadership
- Implement HR Policies & Compliances
- Lead Talent Acquisition & Management
- Lead Employee Engagement initiatives
- Supervise Compensation & Benefits
- Implement Learning & Development initiatives
- HR Analytics & reporting

Bhagwan Mahaveer Cancer Hospital & Research Centre, Jaipur
28th Sept 2022 – 08 Aug 2023

Position : Manager HR
Responsibilities:

- Handled an employee base of around 650 on roll and employees for entire HR Operations including Attendance and Payroll, compliances, Talent Management, Grievance Handling and Employee Engagement.
- Handling a team size of 5 HR employees
- Talent Acquisition for Leadership profiles including Clinical & Non-Clinical Staff
- Performance Appraisal and Implementation
- Training and Development
- Manpower audits
- Exit interviews Employee retention
- NABH Audits

Fortis Escorts Hospital – Jaipur, Rajasthan
23rd May 2019 –24th Sept 2022

Position: Deputy Manager– HR
Responsibilities – HR Operations (Dec 2021- Till Sep 2022)

- **Talent acquisition** for all positions including Managerial and Senior level professionals and Clinicians.
- **Handling complete life cycle for major hirings in the Hospital including on boarding, agreements, appointments and announcements etc.**
- Rolling out important communication of a**nnouncements related to organizational changes.**
- **Preparations of comparative analysis of market compensation structures for different positions**
- Managing & monitoring of **periodic employee health checks**
- Ensuring compliance related to **Credentials**, **Privileges and JDs as per NABH standards.**
- Preparation of Appointment and Agreement and other general letters of employees including confirmations and warning letters, letters of appreciation
- Handling **employee grievances** and redressals.
- **HR planning & discussions and implementation of policies.**
- Conducting Employee Satisfaction survey and analyse the findings.
- Owner of employee relations and Conduct Staff engagement activities
- Preparation of HR Indicators pertaining to NABH
- Process owner related to NABH, NABL and Blood Bank audits.
- SPOC for maintenance of Mediclaim Data of employees to be sent to insurance Company & TPA.
- **Performance Management Process – educating and training the appraisers and reviewers for adherence to norms and timelines and handling post appraisal queries.**

Unit Head - Learning & Development (May 2019-Dec 2021)

- Conduct the induction and orientation of newly joined employees
- Imparting Service Excellence training & behavioral trainings and monitoring the improvements.
- Schedule and Impart training sessions on expert topics like “Train the Trainer”, behavioral topics like Leadership, Team Building, Workplace Ethics, and Professionalism etc.
- Monitoring of Functional training programs and documentation.
- Align with unit and Regional L&D training goal
- Collation of Training Needs and prepare Yearly and Monthly Calendar
- Develop in house education for staff development, via classroom training, distance and e-learning training, demonstrations, on-the-job training and workshops etc.
- Identified T&D needs within organization through, appraisal, surveys, employees feedbacks.

- Prepared monthly Training MIS & other Reports for Corporate T&D Review.
- Prepare Annual Budget and monitor periodically, ensure Training expenses are within the budget.
- Coordinate with external training agencies for specific trainings.

Eternal Heart Care Centre & Research
Centre Hospital (EHCC) – Jaipur, Rajasthan
01' Aug. 2015 –15thFeb'2019

Position: Team Leader– HR

Responsibilities:

Dealing with a manpower of around 700 on roll employees with all Quality accreditations including NABH, NABL, Nursing Excellence, Blood Bank Accreditation and JCI

Recruitment & Selection:

- End to end core recruitments starting from obtaining Manpower Requisition forms, sourcing profiles through internal and external database and portals, referrals, screening, shortlisting and conducting preliminary interviews for Managerial and mid level professionals including Clinicians.
- On boarding of employees along with Reference Checks
- Rolling out communication of **Important Announcements** of HODs and Senior Clinicians
- Ensuring **compliance of Pre-employment Health and Annual Health Checkups**
- Defining **Privileges and JDs** (Doctors and Visiting Doctors)
- Preparation and distribution of Appointment Letters to the staff and Agreements for Doctors

Manage end-to-end core recruitment processes, from obtaining Manpower Requisition forms to sourcing profiles, screening, and conducting preliminary interviews. Oversee onboarding and reference checks for new employees. Communicate important announcements from HODs and Senior Clinicians. Ensure compliance with pre-employment and annual health checkups. Define privileges and job descriptions for doctors and visiting doctors. Prepare and distribute appointment letters for staff and agreements for doctors.

HR Operations:

- Providing inputs to the Payroll team by verifying local employees' details before monthly payroll cutoff-date, checking for referrals, etc.
- Preparations of Offer Letters, confirmation letter and general letters.
- Handling **employee grievances**,queries,etc.and addressing them to a closure
- Taking **part in HR planning & discussions, policy making, and implementation of policies** related to employee welfare planning
- Prepare Employee Satisfaction survey questionnaire and coordinate for accomplishment
- Supporting to HR-Head in drafting, planning & preparing staff engagement activities.
- Handling outsourced manpower interview and facilitating training program.
- Implement and Execute Rewards & Recognition program.
- Maintain and share Mediclaim Data to insurance Company & TPA for addition and deletion of employees
- Register the new employees in PF and ESIC website.

Training & Development

- Identifying training needs through mapping of skills required for particular positions and analysis of the existing level of competencies
- Monitoring of Functional training programs from each department and maintain records in personnel file
- Coordination for external training programs on communication & team building etc.
- Preparation and circulation of HR Indicator related to NABH (National Accreditation Board of Hospitals) and JCI (Joint Commission International).

Performance Management System:

- Taking **part in Performance Management Process** through **Confirmation** of employee and **Yearly**

Appraisal Process and deriving the training need from Confirmation & Appraisal process and coordinate to provide appropriate training via Internal & External trainings.

- Guiding employees for filling up of appraisal formats.

Quality Accreditations:

- Checking and Updation of personal files as per the SOPs and standards of NABH and JCI
- Preparations of Job Descriptions of employees
- Handling Privileging and Credentialing of all concerned staff including paramedics, nurses and Doctors i.e preparations of formats and coordination with the concerned HODs
- Maintaining trackers of annual health check up of employees
- Maintaining tracker for the trainings attended as per the standards
- Custodian for all HR Committees
- Preparations of data for HR indicators as per NABH
- SPOC for NABL(National Accreditation Board for Laboratory), NABH (National Accreditation Board of Hospitals) and JCI (Joint Commission International audits).
- Core team member of JCI accreditation team with full experience of policy formulation and implementation, credentialing exercise, preparation of privileging formats and implementation, trainings pertaining to JCI.

St. Wilfred Education Society– Jaipur, Rajasthan
Oct.'12 – June'13

Position: HR Manager
Responsibilities:

Handling recruitments along with the employee life cycle for all academic and non-academic positions, preparing and executing Office Orders for employee information, working towards retention of employees and maintaining management guidelines by preparing, updating and recommending HR policies and procedures and handling employee complaints and grievances

Institute of Development Studies– Jaipur, Rajasthan
Aug.'11 – July'12

Position: Research Associate
Responsibilities:

- Contributed to the ongoing project by collection tabulation and analysis of data under the guidance of the investigators and the Project Manager

HDFC Bank Ltd –Jaipur, Rajasthan
Mar.'07– Oct.'09

Position: Assistant Manager
Responsibilities:

- Responsible for creating exceptional customer service experiences by being first point of contact in the branch.
- Cross sell of direct banking channels to walk-in customers to deepen relationships
- Account Opening – Current account & Saving account/FD

EDUCATIONAL QUALIFICATION

Course	University/Board	Year	Percentage
Ph. D	University of Rajasthan	2018	Awarded
MBA	Banasthali Vidyapith (Majors in Human Resources)	2007	76%
B.A.	MDS University, Ajmer (Sophia Girls College, Ajmer)	2005	74%
XII	Sophia Sr. High Sec. School, Ajmer (C.B.S.E.)	2002	84%
X	Sophia Sr. High Sec. School, Ajmer (C.B.S.E.)	2000	83%

PERSONAL DETAILS

Date of Birth : 19 Nov. 1984
Permanent Address: H.No. 719A/ 28 third street, Bihari Ganj, Ajmer, Rajasthan–305001
Present Address: A-492-A, Malviya Nagar, Jaipur – 302017
Marital Status: Married

(Dr. Anjali Mishra)