DEEPIKA JOSHI

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Aspiring for a dynamic HR leadership role in a progressive organization to lead talent strategies, drive organizational growth, and foster a culture of excellence.

Professional Synopsis

- Strategized and implemented manpower planning, recruitment, and talent acquisition systems to meet organizational needs.
- Designed competitive compensation structures and benefit programs to enhance performance and retention.
- Led KRA-driven assessments, competency mapping, and career planning while establishing robust appraisal systems linked to rewards.
- Initiated employee engagement programs and developed policies to align with industry standards and organizational goals.
- Developed rewards and recognition frameworks to attract and retain top talent.
- Managed employee relations, welfare initiatives, statutory compliance, and disciplinary proceedings.
- Identified training needs, designed programs to bridge skill gaps, and enhanced workforce competencies.
- Proficient in Oracle HR systems for HR management.
- Strong communicator with excellent interpersonal skills and a collaborative, team-oriented approach.

Key Profile:

- **HR Strategy, Policies & Systems**

Designed and implemented HR policies, systems, and procedures to align with organizational goals and business needs.

Managed HR budgeting, forecasting, and ensured compliance with financial plans.

Led organizational goal-setting processes and conducted periodic evaluations of HR functions, including recruitment, onboarding, and induction.

Collaborated with departmental heads to plan workforce requirements, create job descriptions, and define KPIs and KRAs for effective performance alignment.

Streamlined recruitment workflows, succession planning, and conducted exit interviews for continuous improvement.

- **Performance Management & Learning Initiatives**

Developed and implemented performance management frameworks based on KRAs and role-specific traits across the organization.

Identified training needs, designed training plans, facilitated learning sessions, and measured the effectiveness of programs through structured feedback.

Employee Engagement & Retention

Launched innovative benefits, rewards, and recognition programs to enhance employee satisfaction, engagement, and retention.

- **Compliance, Administration & Industrial Relations**

Ensured adherence to labor laws, including EPF, ESI, and Contract Labour Act, while maintaining effective relationships with statutory bodies.

Managed payroll functions, wage administration, and regulatory submissions within prescribed timelines.

Promoted workplace discipline, resolved grievances, and provided employee counselling to foster a harmonious work environment.

Conducted periodic reviews of contractor rates to ensure compliance with minimum wage standards.

Qualifications

- **B.Sc. in Industrial Microbiology, International College for Girls**
- **Post Graduate Certificate in Human Resource Management from XLRI, Jamshedpur**
- **Bachelor of Legislative Law (LLB) from Maharishi Dayanand Law College Jaipur, Rajasthan**

Work Experience

Since Aug'2022 Fortis Escorts Hospital, Jaipur

- Aug,2022-March,2024-Manager HR
- April,2024 till Dec,2024 Senior Manager HR
- Jan,2025 till present Senior Manager, Lead HR Operations

Key Responsibilities & Achievements:

- Implemented the Fortis Apprenticeship Program under NAPS & BOAT, supporting manpower optimization and development of a sustainable talent pipeline.
- Improved retention of Nursing staff (N Band) through focused engagement and structured HR interventions.
- Strengthened retention of Junior Doctors (W Band) by addressing onboarding, role clarity, and engagement challenges.
- Actively contributed to reduction in overall attrition, enhancing workforce stability and continuity of care.
- Led the Nursing Transformation initiatives, including:
- Regular Nursing Connect Programs with monthly town halls
- Leadership assessments and structured communication forums
- Standardized recruitment processes to improve hiring quality, efficiency, and compliance.
- Drove employee welfare initiatives, improving hostel facilities and food quality, leading to higher satisfaction levels.
- Managed credentialing of doctors and nurses, ensuring compliance with regulatory and hospital standards.
- Oversaw renewal of doctor contracts, ensuring uninterrupted clinical operations.
- Ensured statutory compliance for contract labour, mitigating legal and compliance risks.

TRAINING & DEVELOPMENT:

- Conducting programs to enhance efficiency in operations towards accomplishment of corporate objectives.
- Facilitating and conduct workshops to educate medical/non-medical professionals in their areas of expertise.
- Training the new joiner on Industry parameters, organizing training sessions on hiring practices, MIS/candidate management.
- Conducting Training Programs, assessing need, assist in designing, development & facilitation of training programs, as per the business requirement across cadres. Evaluated training requirements for each division, consulting with department managers, HR and external resources.
- Designed training programs and professional development courses to facilitate meeting organizational goals and individual professional needs.
- Researched new and latest techniques for possible inclusion into existing training process. Developing Training Program Plans and Budgets
- Makes any necessary adjustments to training methodology and/or re-trains as appropriate.

- Helps employees identify specific behaviors that will contribute to service excellence.
- Ensures employees receive on-going training to understand guest expectations.
- Uses effective training methods to ensure employees have a good understanding of guest satisfaction and can demonstrate guest satisfaction skills.
- Observes service behaviors of employees and provides feedback to individuals and/or managers.
- Monitors enrollment and attendance at training classes.
- Partners with operational leaders to assess if employees demonstrate effective technical and leadership skills.
- Reviews comment cards, guest satisfaction results and other data to identify areas of improvement.
- Drives brand values and philosophy in all training and development activities
- Preparing the training schedule of the industrial trainees
- Maintaining leave & attendance record of Industrial Trainees

EMPLOYEE ENGAGEMENT & WELFARE ACTIVITIES:

- Organizing events on various occasions like festivals, competitions, staff picnic, sports day & annual day
- Arranging farewell, B'day bashes, reward & recognition functions
- Sending Birthday cards, anniversary cards to employees
- Organising employee welfare activities

Nov'2019 — April'2022 – Shalby Hospital Jaipur as Unit Head HR

Major Achievements-

- Developed and implemented impactful employee engagement initiatives to foster a positive and productive work environment.
- Saved manpower cost in by moving full time doctors to empanelled mode as they were not meeting their MG.
- Launched and streamlined the implementation of the new HMRS Peoplestrong system for enhanced HR operations.
- Successfully met all manpower requirements during the COVID-19 pandemic, supporting the management in opening new ICUs to address critical needs.

Sep'2015 — Nov'2019 Fortis Escorts Hospitals Jaipur as Deputy Manager HR

Major Achievements-

- Officiated as Head HR for 7 months hence have complete knowledge of Recruitment, Payroll, Statutory Compliances, HR Audit, Employee Engagement, MIS, Contract Labor Management, Manpower Planning.
- Achieved 100% statutory compliance with all local, state laws concerning the HR/ Administration functions like PF, ESIC, Employment exchange, Shop and Establishment.
- SPOC for Employee relations and employee engagement initiative.
- In-charge of Performance Management System including training appraisers & reviewers; setting KRAs; ensuring adherence to norms and handling post appraisal queries.
- Delineating timely HR budget including analysis of current HR cost, discussion with the Business Heads, projecting changes needed in various cost heads under HR cost, etc.
- Ensured 100% credentialing and privileging of Doctors, nurses and paramedics.
- SPOC for Medical Process Audit, Internal Process Audit, Blood Bank-NABL audit, Nursing Excellence, & NABH audits.

Sept'12 to Sept'15 Manipal Hospitals Jaipur as Senior Executive-HR

Major Achievements-

- Successfully developed and incorporated several innovative training initiatives such as Manipal Service Excellence Standard training, POSH, Team Work etc.
- SPOC of Sports & Cultural committee at Manipal Hospital, Jaipur. Certified Trainer under Manipal Drona Program, 2014.
- Champion of Employee appreciation program "Manyata Pride Award" at Manipal Hospital, Jaipur.

June'11 to Sept'12 VKALP BPO & Training Services, Jaipur as Senior Executive-HR

Nov'10 to Jun'11 Converse Training & Placements, Jaipur as Executive-HR (Hiring partner for Genpact, HCL & others)

IT Skills: MS Office (Word, PowerPoint, Excel), Oracle, AI Tools for HR Productivity (ChatGPT, AI-assisted analytics)

Personal Information

Father's name:	Shri Purshottam Joshi
Date of Birth:	March 17, 1986
Languages Known:	Hindi and English
Interests:	Watching movies, Traveling, listening to music and Playing Chess.

I hereby declare that the information given above is true to the best of my knowledge.

DATE:
PLACE: **DEEPIKA JOSHI**