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 & targeted goals.
- 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.
- Aligned with current government policies related to labor Laws, Leave Regulation and establishment rules.

- Experience as progressive HR Manager since 2015.

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.

- **Talent Acquisition & Clinician Hiring**

Led end-to-end talent acquisition and clinician hiring for Consultants, Specialists, Junior Doctors, and Nursing staff across departments.
Partnered with Medical Directors and HODs for workforce planning, role definition, and hiring strategy execution.
Managed doctor empanelment, compensation structuring, and contract negotiations aligned with FT, visiting, and revenue-share models.
Built strong pipelines through medical networks, references, and targeted sourcing, ensuring timely closure of critical roles.
Ensured credentialing and privileging compliance as per NABH and regulatory standards.

- **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 2008**
- **Post Graduate Diploma in Business Management - Human Resources & Hospital Management, NIMT B. Schools, Ghaziabad 2010**
- **Post Graduate Diploma Certificate in Human Resource Management from XLRI (Xavier School of Management), Jamshedpur 2021**
- **Bachelor of Legislative Law (LLB) from Maharishi Dayanand Law College Jaipur, Rajasthan 2025.**

Work Experience

Since Aug'2022 Fortis Escorts Hospital, Jaipur

- Aug,2022-March,2024-Manager HR
- April,2024 till present Senior Manager HR Operations

Key Responsibilities & Achievements:

- Engaged in person-to-person interaction with associates for their training & upgradation.
- Led **end-to-end talent acquisition and clinician hiring** for Consultants, Surgeons, Intensivists, and Junior Doctors, association with Medical Directors and HODs for timely closures.
- Managed **empanelment, compensation structuring, and contract negotiations** across Full Time, visiting, and revenue-share models.
- Drove **workforce planning and stakeholder management**, strengthening retention of Junior Doctors and Nursing staff through onboarding and engagement initiatives.
- Built strong talent pipelines through medical networks and **streamlined recruitment processes**, improving hiring quality and reducing time-to-hire (TAT).
- Ensured **credentialing, privileging, and NABH compliance**, including timely renewal of clinician contracts.
- Led key HR initiatives including **employee engagement, Nursing Transformation programs, and welfare interventions** to enhance retention and workplace culture.
- Managed **HR operations, statutory inclusion with vendor compliance, grievance handling, and apprenticeship programs (NAPS & BOAT)**.
- Implemented **learning & development frameworks (FLPs)** to build capabilities across service, supervisory, and leadership levels.
- Engaging in latest appraisal methodology for achieving optimum utilization of working professional in accordance with hospital goals.

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.
- Exposure to disaster management techniques 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 and appraisal methodology.
- 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.
- Spearheaded the **Fortis Performance Excellence & Growth System (PEGS)** — driving end-to-end Performance Management System initiatives including appraiser & reviewer capability training, KRA architecture and alignment, governance adherence, and seamless resolution of 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.
- Expertise in innovation training program for staff for achievement of goals

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, ERP, ATS, AI Tools for HR Productivity (ChatGPT, AI-assisted

Personal Information

Father's name:	Late Shri Purshottam Joshi
Date of Birth:	March 17, 1986
Languages Known:	Hindi and English
Interests:	Watching biographic & historic 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**