

ANUSHWETA BARUAH

+919818004883
anushweta@gmail.com

Results-oriented HR professional with a robust focus on driving strategic human resource initiatives and enhancing employee engagement across diverse industries. Aiming to leverage extensive experience and profound interpersonal skills to contribute significantly to organizational success.

PROFILE SUMMARY

- ❖ Over 17 years of extensive experience in human resources, specializing in strategic HR partnerships, talent management, and employee relations across diverse industries, including technology and services.
- ❖ Last assignment as an HR Business Partner was at Sherweb India Pvt. Ltd., driving HR strategy alignment with business objectives and cultivating a high-performance culture for a workforce of 300 employees.
- ❖ Expertise in performance management, employee engagement, and organizational development, with a proven track record of resolving complex employee relations issues and enhancing workplace culture.
- ❖ Designed and executed enterprise-wide HR transformation strategies, driving sustainable business growth and workforce optimization across global operations.
- ❖ Architected high-impact talent management frameworks, integrating leadership succession planning with business expansion, ensuring future-ready executive pipelines.
- ❖ Led complex organizational restructuring initiatives, optimizing workforce deployment, enhancing operational agility.
- ❖ Steered large-scale M&A & workforce integrations, ensuring cultural alignment, legal compliance & minimal business disruption.
- ❖ Governed enterprise-wide employee relations and compliance frameworks, mitigating legal risks, resolving high-stakes conflicts, and reinforcing ethical workplace practices.
- ❖ Orchestrated leadership acceleration programs, mentoring C-suite and senior executives to enhance strategic foresight, decision-making.
- ❖ Drove global workforce planning & capability-building initiatives, aligning human capital investments with long-term business growth strategies.
- ❖ Developed and implemented HR strategies that directly influenced business scalability, workforce productivity, and operational efficiency.
- ❖ Established data-driven HR decision-making frameworks, leveraging analytics to optimize talent acquisition, retention & succession planning.

SOFT SKILLS

Leadership & Delegation	★★★★★
Adaptable	★★★★★
Negotiation & Persuasion	★★★★★
Communication & Collaboration	★★★★★
Analytical	★★★★★
Relationship Building	★★★★★

EDUCATION

- ❖ PGDBA (Full Time) in Human Resource Management & Marketing, Rai Business School, New Delhi (2005 - 2007)

CORE COMPETENCIES

- ❖ HR Strategy & Business Alignment
- ❖ Organizational Development & Transformation
- ❖ Talent Management & Succession Planning
- ❖ Leadership Development & Executive Coaching
- ❖ Workforce Planning & Optimization
- ❖ Employee Relations & Compliance Management
- ❖ Change Management & Cultural Integration
- ❖ HR Analytics

❖ **B.A (Hons) Applied Psychology**, Sri Aurobindo College, Delhi University

❖ **Performance Management**

❖ **Employee Engagement & Retention Strategies**

❖ **HR Policy Development & Governance**



CAREER TIMELINE (Latest 4)

IYOGI TECHNICAL SERVICES as Assistant Manager – HR | Nov 2013 – May 2015

TELEPERFORMANCE (Formerly Intelenet Global Services) as Sr. Manager – HR Business Partner | July 2015 – June

GENPACT as Manager – HR Business Partner (IC Role) | Aug 2020 – Jan 2024

SHERWEB India Pvt. Ltd. as HR Business Partner (IC Role) | Jan 2024 – May 2025



HIGHLIGHTS

- ❖ **Recognized as the Best Support Leader** for two consecutive years (2016 & 2017) at **Teleperformance**, demonstrating exceptional leadership and service excellence.
- ❖ **Honored twice as a "Trusted Advisor"** during the All Managers Meet at Genpact (Q3-2021 & Q4-2022), reinforcing credibility & strategic influence.
- ❖ **Achieved the prestigious "HMS Collaboration Champion" award twice** at **Genpact** (Q1-2023 & Q4-2023) for driving cross-functional synergy and fostering a culture of teamwork.
- ❖ **Secured the esteemed "Gold Award" twice** at the **HMS HR Townhall** in **Genpact** (2022 & 2023) in recognition of outstanding contributions.



WORK EXPERIENCE

SHERWEB India Pvt. Ltd. as HR Business Partner | Jan 2024 – May 2025

Scope of Operations: 300 Employees

HR Policy Development & Compliance

- Developed and executed **comprehensive HR policies and procedures** for India, ensuring full legal compliance, including leave & holiday policies, flexible working hours, and other statutory requirements.
- **Optimized statutory compliance processes** (PF, Gratuity, etc.), streamlining operations and minimizing legal risks.
- Established and maintained a **compliant Sexual Harassment Committee** in accordance with legal mandates, conducting training programs for ICC members and employees to foster a safe workplace.

Performance Management & Employee Relations

- Cultivated a **high-performance culture** by strategically aligning departmental and individual goals with overall business objectives.
- Managed **complex employee relations** matters, including internal investigations and Performance Improvement Plans (PIPs), ensuring fair, transparent, and consistent resolutions.
- Designed and implemented a **competency framework** to enhance the performance appraisal process and drive professional growth.

Retention & Employee Engagement

- Designed and executed **employee retention programs**, including loyalty recognition initiatives and a structured rewards & recognition model, significantly improving engagement and reducing turnover.

HR Operations & Process Optimization

- Worked closely with **payroll teams** to ensure the smooth execution of full & final settlements and disbursements.
- Led a **large-scale project to migrate employee documents** from Microsoft SharePoint to **Document Manager in UKG (ERP Tool)**, ensuring seamless digital transformation and data integrity.

GENPACT as Manager – HR Business Partner | Aug 2020 – Jan 2024

Scope of Operations: 2000 Employees

High-Performance Culture Through Strategic Goal Alignment

- Architected a high-impact performance management framework, driving unparalleled employee productivity and engagement.
- Engineered a seamless alignment of business objectives with people strategies, fostering a culture of accountability and excellence.
- Orchestrated employee career pathing by proactively identifying skill gaps and deploying targeted development plans to elevate workforce capabilities.

Business Process Compliance & Risk Mitigation

- Exposed and eliminated business process violations by conducting in-depth analysis of acute and chronic operational challenges.
- Commanded the oversight and resolution of complex employee relations issues, ensuring swift and decisive action on internal investigations.
- Collaborated closely with legal teams to drive high-stakes investigative processes, effectively handling cases of fraud, ethical violations, misconduct, discrimination, harassment, and other high-risk employment matters.

Change Leadership & Organizational Transformation

- Spearheaded large-scale change management initiatives, ensuring seamless transitions with minimal disruption to business continuity.
- Designed and executed aggressive attrition and retention strategies, resulting in a significant reduction in employee turnover.
- Built and optimized dynamic HR dashboards, enabling real-time, data-driven decision-making for proactive workforce management.

Culture, Compliance & Employee Experience

- Drove a workplace culture rooted in safety, inclusion, and equity by actively serving as a core member of the POSH committee.
- Revolutionized employee engagement by leading a comprehensive overhaul of the Recognition & Rewards (RNR) program, significantly enhancing motivation and performance.

TELEPERFORMANCE (Formerly Intelenet Global Services) as Sr. Manager – HR Business Partner | July 2015 – June 2020

Scope of Operations: 8000 Employees | BFSI, E-Commerce, Technology & Travel Domains

Retention Management

- Drove strategic retention initiatives across six Delhi-NCR sites, maintaining attrition rates below 12%.
- Enforced adherence to Early Warning System (EWS) timelines, ensuring findings were promptly analyzed & communicated to operations.
- Instituted stringent monitoring mechanisms to guarantee timely execution of absconding call follow-ups.
- Spearheaded the end-to-end management of Internal Job Postings (IJPs), ensuring swift publication and closure within stipulated deadlines.
- Delivered in-depth attrition analysis, exit insights, EWS reports, and HR meet summaries on a monthly basis, empowering stakeholders with actionable intelligence.

Grievance Handling & Employee Engagement

- Led high-impact grievance resolution, swiftly addressing escalated employee concerns through thorough investigations and decisive action.
- Championed a culture of transparency by conducting quarterly policy refreshers for all stakeholders, reinforcing compliance and best practices.
- Conducted proactive dipstick checks and one-on-one supervisory engagements to assess organizational pulse and drive strategic interventions.

Performance Management

- Executed rigorous policy refreshers for all stakeholders ahead of each performance appraisal cycle to ensure seamless implementation.
- Orchestrated the performance management process, ensuring strict adherence to the bell curve methodology.
- Drove Performance Improvement Plans (PIPs) with precision, effectively managing underperformers to drive excellence.

Team Management

- ❖ Commanded a high-performing team of 12 members across six sites, ensuring optimal efficiency and engagement.
- ❖ Proactively addressed team challenges with rapid resolution strategies, mitigating attrition risks and enhancing morale.
- ❖ Established and enforced ambitious performance benchmarks, relentlessly driving self and team towards exceeding set goals.
- ❖ Provided structured feedback, hands-on coaching, and developmental roadmaps, cultivating a high-impact workforce primed for future leadership.



PREVIOUS EXPERIENCE

IYOGI TECHNICAL SERVICES as Assistant Manager – HR | Nov 2013 – May 2015

EXL SERVICE.COM (I) PVT. LTD. as Assistant Manager – HRBP (IC Role) | Nov 2011 – July 2012

RADICAL TECHNOLOGIES (IMETRIS CORPORATION) as Senior Associate – HR (US Operations) | Mar 2008 – Nov 2011

EVALUSERVE.COM PVT. LTD. as Associate – Human Resources | May 2007 – Feb 2008



PERSONAL DETAILS

Date of Birth: 17th, Jun'1982

Languages Known: English, Hindi, Assamese and Bengali

Address: Gurugram, Haryana