

# ANUSHWETA BARUAH



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*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 disbursals.
- 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 (IJP), 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:** 17<sup>th</sup>, Jun'1982

**Languages Known:** English, Hindi, Assamese and Bengali

**Address:** Gurugram, Haryana