

Pallavi Mishra

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Certified HRBP from XLRI

HR professional with 10+ years of experience in Fintech, NBFC & Affordable Housing Finance industry. Hands on exposure in partnering with business to understand people imperatives critical for the success of business and delivering the same through a wide spectrum of HR interventions.

Skilled in Business Partnering, Talent Acquisition, Performance Management, Capability Building, Talent Management, HR Strategy, Total Rewards, HR Service Excellence, Employee Relations and Employee Engagement.

EXPERIENCE

Truhome Finance Ltd | Deputy Vice President – Corporate HR

Feb'25 – Present

- Responsible for managing end to end Corporate hiring and Leadership hiring at PAN India level
- Streamline Onboarding & BGV process
- Designing & driving diversity hiring program across the organization
- Establish one-on-one connect framework for the employee (*onboarding experience & employee communication*)
- Streamline vendor management process
- Designing goal sheet for senior management (N-1 & N-2)
- Calendarizing & driving performance management system across the organization (*goal setting, mid-year and annual appraisal process, performance improvement plan*).
- Designing campus hiring framework
- Design & Execute HR Engagement Scorecard
- TNI & TNA across organization
- Talent management initiative for the leadership team
- Designing employee engagement initiative (HR Calendar) for the financial year
- Designing and conducting workshop on various training modules

L&T Finance | Team Manager – BPHR

Nov'21 to Jan'25

- Manpower planning & budgeting
- Talent acquisition & Onboarding
- Partner with the business to drive key people interventions across teams
- Liaise with stakeholders and connect with employees to gauge employee pulse
- Responsible for all employee communication such as cascades, town-halls, management connects, retention etc.
- Driving Annual Appraisal Cycle
- Implementation of policies and procedures
- L&D Initiatives basis employee's requirements
- Devising key retention strategies and designing succession plan for key roles
- Driving key projects – setting up of digitization center, process improvements across different areas
- Partner in OD projects to identify and implement organizational structure, resource allocation and upskilling needs as necessary to support the achievement of strategic business imperatives
- Ensure smooth execution of exit formalities – Knowledge Transfer, Exit Interview, Separation Clearance

National Payments Corporation of India | TA Specialist & Business Partner

Off-roll: Sept'15 to April'16

On-roll: May'16 to Oct'21

Talent Acquisition and Manpower Planning

- Manpower Planning & Budgeting across NPCI
- End to end talent acquisition process (From preparing the JD to On boarding)
- Campus Hiring
- Compensation benchmarking and alignment
- Sharing weekly / monthly dashboard with Senior Management team
- Preparing manpower summary for HOD meeting / Human Resource Committee
- Talent Acquisition & attrition analysis
- Ensuring 100% compliance in audit (RBI / CAG / SBI / Internal audit respectively)

RESTRICTED

- Process improvement

Performance Management & Rewards

- Manage end-to-end performance management processes and drive a robust performance culture
- Facilitate re-enforcement of processes and accountabilities and provide adequate support tools
- Conducted Senior Management workshop on goal setting and new rating system to be implemented across NPCI.
- Manage compensation activities - budgeting, increments, bonus/ incentive and pay management
- Implementation of Employee Performance Improvement Plan
- Taking monthly reviews and tracking the performance of PIP employees
- Sharing PIP Dashboard with Senior Management

Policy Benchmarking & Formulation

- Benchmark and formulation of HR policies
- Ensure on-going sensitization, appropriate interpretation, and application of the HR policies

Employee Connect

- Ideation and deployment of a multi-approach engagement program e.g. All hands meet, 90 days feedback, stay and exit interview respectively.

Capability Building

- Identify functional & behavioral capability need for the organization
- Co-create calendarized and focused learning journeys for employees using a blended approach
- Implementation of focused and detailed orientation program covering all aspects for smooth assimilation of employees into the organization

Other Responsibilities

- Design strategy for hiring Outsourcing resource and managing employee benefit policies
- Involved in executing Employee Individual Development Plan
- Involved in transformation of NPCI 1.0 to NPCI 2.0
 - a. Designing NPCI Structure
 - b. Role evaluation
 - c. Compensation benchmarking exercise
- Introduced flexi working policy hours in NPCI and did productivity analysis
- Implemented Mentor Mentee program

Initiatives / Projects

- Change in Online Assessment tool (Competency based)
- Implementation of Interview Evaluation Scorecard & training to Sr. Mgt. on scoring pattern
- Proposed Run / Grow / Transform strategy with NPCI Talent Acquisition strategy
- Defined NPCI Cultural Pillars
- Certification to PAN India Middle & Sr. Mgt. on BEI technique
- Engagement of Subject Matter Expert (SME) based on business requirement
- Preparing manuals on policies for all new joiners
- Voice of Employee: Conducting level wise meeting with employees
- Partner in Excellence: Leadership connect
- Streamlining stay interview process
- Providing Creche facility to PAN India female employees

ACADEMIC RECORD

MMS	2015	Vivekanand Institute of Management Studies and Research
BMS	2012	Ramniranjan Jhunjhunwala College
HSC (Commerce)	2009	Ramniranjan Jhunjhunwala College
SSC	2007	Hindi High School

PERSONAL DETAILS

DOB: 6th May 1991

Marital Status: Married

Location : Thane

Language Proficiency: English, Hindi