

Keshav has worked across Hospitality, Financial Services, Insurance and Oil & Gas sectors in the domains of HR Business Partnering, Change Management, Employee Engagement, HR Technology & Digital Transformation, HRMS (Human Resource Management System) implementation, and People Analytics. With a consistent good academic performance, Keshav has completed MBA from XLRI Jamshedpur and stood among top 10% of the batch.

Professional Experience

~4 years

1. **WhiteHat Jr** (Mumbai, India) September 2020 – Present
Sales HR Business Partner
2. **OYO Hotels & Homes** (Gurgaon, India) June 2019 – September 2020
HR Analyst
 - Employee Engagement – Worked on launching **Amber** AI based employee listening chatbot in 9 countries (India, Indonesia, Malaysia, Mexico, Philippines, Thailand, Saudi Arabia, UAE, Vietnam) and managed the Amber application (end-to-end) for 10,000+ associates in India across multiple Business Units – OYO Hotels (Franchise/Operated), Co-working, OYO Life (Co-living), OYO Homes & Student Housing
 - People Analytics: End-to-end HR Data Visualization, Storytelling & Dashboard development on Business Intelligence tool (Tableau); HR use cases/dashboards – NPS (Net Promoter Score) to measure employee engagement level, pulse/sentiment and mood score across multiple levels of granularity (Business, Region, Hub, Function, Sub Function) and its impact as a leading indicator on attrition; Headcount, Diversity and Attrition dashboards for multiple Business Units (OYO Hotels – Franchise/Operated, Co-working, Co-living, OYO Homes & Student Housing), People Manager Scorecard, Process Compliance Scorecard, Analytics Playbook, Recruiter Incentives computation
 - HR Helpdesk (Query Management Tool) – Solution Architect for in-house HR Ticketing platform/Helpdesk; Prepared Process Flow Maps for various workflows (Generic process queries, Policy queries, Payroll related, Onboarding etc), Architecture & Configuration workbook
 - Alternate Employee Engagement Application – Worked on identifying a global employee engagement application that has multi-lingual capability and anonymous response capturing mechanism
 - HRMS Implementation: Worked on Oracle cloud HRMS implementation project for multiple countries (India, Indonesia, Malaysia); extensively done SIT/UAT (Systems Integration Testing/User Acceptance Testing) to ensure that all the HR process requirements are incorporated in the system; Prepared Process Flow Maps on Visio
3. **Reliance Group** (Mumbai, India) May 2017 – May 2019
 - 3a. **Reliance General Insurance** (Mumbai, India) June 2018 – May 2019
Manager – Human Resources
 - Regional HR Business Partner (HRBP): Handled all workforce management activities across Maharashtra, Gujarat, Madhya Pradesh, Goa (West zone); Worked on launch of Employee Satisfaction (ESAT) survey
 - Learning & Development: Worked on development of a Learning Management System for various training paths; rolled out a Training Need Identification (TNI) survey to find training needs of the organization and launched various product, process and behavioral training modules
 - HR Analytics & Process Automation (HR Digital Transformation) projects: Rollout & Implementation of Oracle Fusion & Taleo HRMS (ensuring all workflows, checklists, integrations & report customizations/configurations are incorporated in the system), Preparation of periodic HR Dashboard for senior management, Query resolution through a chatbot, Revamp of intranet portal, Development & Design of Careers microsite & sitemap

Manager – Human Resources

- **HR Business Partner (HRBP, Corporate functions):** Managed the entire employee life cycle (from hire to retire, from pre-joining to post exit) for corporate functions – Recruitment & Sourcing, Onboarding, Training Need Analysis, Employee Engagement initiatives, closure of Performance appraisal cycle, Exit Interviews, HR Operations & Audit
- **Employee Social Communication Tool, Workplace by Facebook:** Part of central team to drive adoption and penetration of Workplace & Workchat mobile apps as a substitute of WhatsApp
- **HR Management System:** Evaluated various HCM products being offered by HR technology vendors such as Oracle Taleo & Fusion, IBM Brassring & Kenexa, SAP SuccessFactors, Adrenalin, Darwinbox; weighed pros and cons of build vs buy (in-house proprietary system versus third party product) and on-cloud vs on-premise solution
- **Performance Management System:** Worked with IT team to develop an on-premise e-PMS portal; administered e-PMS portal for goal setting and final appraisal

4. **Hindustan Petroleum – Mittal Energy Limited** (Bathinda, India)

June 2014 – June 2015

Graduate Engineer Trainee - Maintenance & Equipment Reliability

- Performed Predictive & Preventive Maintenance, Logic Modification, and Alarm Rationalization
- Engineered Instrument Calibration, Root Cause Analysis (RCA), and Spare Management in refinery

Internship**Vodafone** (Mohali, India)

April 2016 – June 2016

Project: Managing the Millennial Workforce

- **Need Identification:** Interacted with millennial employees to understand career aspirations & development preferences
- **Identification of EVP Drivers:** Identified & understood drivers of Employee Value Proposition (EVP) and Talent Engagement
- **Action Plan:** Proposed plan of action for attracting, engaging and retaining millennial employees in Punjab & Himachal Pradesh

Academic Qualifications

Degree	Institute	CGPA / %	Year
Post Graduate Diploma in HRM	XLRI Jamshedpur	6.61/8 (Among Top 10% of Batch)	2015-17
B.Tech (Instrumentation & Control Engineering)	National Institute of Technology Jalandhar	8.28/10	2010-14
HSC	Sacred Heart Convent School Ludhiana	91.6%	2019-10
SSC	Bhartiya Vidya Mandir Ludhiana	93%	2007-08

Certification

Occupational Personality Questionnaire (OPQ32r) from CEB (Gartner)

Other Details

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