



RICHA GOSWAMI

Email Address – richagoswami43@gmail.com

LinkedIn - <https://www.linkedin.com/in/richa-goswami-91038252/>

Phone no. - +91 9892720693

TALENT ACQUISITION MANAGER

- An HR Professional with more than 8 years of experience in Talent Acquisition, Payroll, Learning & Development, HR process knowledge transfer, policies and procedures and HR shared Services
- Leading a team size of 15 members for Pan India recruitment of IT, Non IT, Sr. Executive and Fitness Trainer roles
- Expertise in HRMS projects, Darwin Box and Workday implementation, database management, knowledge transfer, project documentation and other core HR and operational functions
- Background in Shared services, including experience in employee recruitment and retention, staff development, HR records management and Project management.
- Proficient with HRIS software, Workday, Darwin Box, People Soft, Ceridian, Microsoft products and reporting.

PROFESSIONAL EXPERIENCE

Cure.Fit/Cult.Fit

Talent Acquisition Manager, March 2020 - Present

- Lead the entire recruitment process including requisition approval, hiring manager briefing, job advertising, candidate sourcing, application review, candidate screening, interview strategy and offer process.
- Managed end to end talent acquisition process for PAN India IT, Non - IT, executive and Fitness Trainer roles.
- Applied and adapted broader talent acquisition strategies (employer branding, internal recruiting, diversity, etc.) within market function. Responsible for hiring forecast, planning, budget allocation and talent mapping strategies
- Acted as a key point of contact to support the implementation of global initiatives within the designated function Reporting directly to TA head of Cure. Fit, worked closely on management strategies
- Planned and participated in strategic planning meetings with functional leadership and key business partners of all levels to understand current and upcoming requirements in order to build a strategy on effective recruitment activities for positions within the area of responsibility. Responsible for internal and external stakeholder management, weekly calls and reporting to TA head and company founders
- Built a talent pool of 5000 candidate utilising social media, campuses and job boards
- Strategised campus placement policies, partnered with 10 new campuses. Conducted job fairs, pre-placement drives.

- Quarterly business review with management, evaluating hiring targets and other performance indicators.
- Managed team of 15 members and was involved in their performance evaluation and feedbacks, leave approvals, work allocations and grievance management
- Initiated a hiring campaign to partner with digital influencers, athletes and celebrities like Mandira Bedi, Jacqueline Fernandes, Ashika Garodia etc.
- Managed celebrities, influencers and other digital partners
- Responsible for monthly and quarterly HR reports, SOPs and High Level Process Mapping
- Designed employee upskilling programme, conducted several training sessions
- Identified and implemented HRIS system (Darwin Box) and ATS system ZOHO
- Wore a new hat of leading Product Development to plan and launch new Skincare line for Cure.fit
- Have written a White Paper on 'Future Hiring Trends' post COVID - 19 era.

Tata Consultancy Services Pvt. Ltd.

Talent Acquisition Lead, January 2019 - March 2020

- Lead a team of 6 members for US recruitment process for IT, Pharmaceuticals, Banking, Engineering, Retail, FMCG and other requirements
- Handled 6 accounts for the clients, worked on an average 80 job openings a month. Clients include Johnson Controls, ASICS Corporation, Newton Running and Hewlett Packard
- Sourced using LinkedIn, CareerBuilder, Monster, Indeed and other social media platforms
- Delivered high quality candidate profiles and hired 15 candidates a month
- Initiated process improvement project, wherein I identified several improvement areas and came up with solutions and helped implementing them within the team
- Driven an automation with robotics team to simplify the job movements and increase efficiency of the team
- Worked on a high level time and motion study
- Managing clients and presenting them with weekly and daily reports
- Daily calls with internal and external stakeholders to present them to take their expectations and presenting performance reports
- Managed team and was involved in their performance evaluation and feedbacks, leave approvals, work allocations and grievance management.
- Created process flows, SOPs and other operation documents
- Helped in identifying a new ATS tool for the process, created user cases and tested the flows. After in depth need analysis and job trends, helped in identifying the suitable job portals for the process to bring the maximum submission to hire ratio.
- Handled knowledge transfer of the process from United states to TCS
- Created training documents and trained the team on the new process
- Helped aligning our requirements with the US On boarding team, established a better tracking system
- Resolving issues within the team, motivating my members towards better performance

Travellex India Pvt. Ltd. – Mumbai, India

HR Administrator, January 2015 – March 2017

- Specialised in head hunting and talent acquisition. Supported recruitment for APAC, NAM and UK Market
- Recruited for IT and Finance domain. Closed over 30 jobs a month
- Responsible for carrying out business development activities to grow the business Reporting.
- Transitioned recruitment process from UK and APAC to India.
- Sourced using LinkedIn, CareerBuilder, Monster, Indeed and other social media platforms
- Handle the whole employee life cycle, right from creation of a Job Requisition in Workday to Onboarding and background check process.
- Mentored a centralized recruitment team to perform a 360-degree Executive Search cycle.

- Build, motivate and managing the HR backend delivery for our global market with over 7,000 colleagues with a team size of 4.
- Driving and Monitoring SLA delivery
- Design and implement relevant formal training for the team, in particular around customer service and processes.
- To produce regular reports and statistics on the HR Service Centre as required.
- Managing the overall effectiveness and efficiency of the HR Shared Service Centre
- Leading the entire operations for running successful Business Process Operations for achieving the agreed Service delivery standards and Business Process Targets
- Leading Automation initiatives, performance standards, service level variations and information flow.
- Liaise with the Global HR team and the Payroll team to discuss gaps, issue and line out the processes in query management

Accenture Services Pvt. Ltd. - Mumbai, India

HR Operations Analyst, June 2012 – November 2014

- Handled end to end recruitment process for NAM, UK and Australia
- Sourced and hired for IT, Finance and Retail roles
- Handled clients like Best Buy, Unilever, Kimberley Clark, Microsoft and Staples.
- Also conducted research & recruitment for senior level mandates of MD, CEO, CFO, Directors, VPs, SVPs and C-level roles etc.
- Used Indeed, CareerBuilder and other job boards for sourcing.
- Processed and reviewed U.S and Canadian payrolls and payroll
- Processed and reviewed U.S and Canadian payrolls and payroll documents.
- Entered and audited changes into payroll system.
- Processed court orders for garnishments and submitted withholdings to appropriate agencies.
- Documented and updated payroll processes and procedures.
- Responded to employee and management requests regarding payroll issues.
- Worked extensively with Benefits, Human Resources and Accounts Payable departments to coordinate payroll processes.
- Managed transitions and vendors and trained new joiners.

Acquest Properties Ltd. –Mumbai, India

HR Assistant, March 2011 – August 2011

- Promoted to fulfil a broad range of HR functions
- Recruiting and training employees
- Administering benefits
- Overseeing disciplinary action and managing HR records.
- Resolved conflicts between employees
- Coordinated health fairs to promote employee wellness
- Performed exit interviews.

EDUCATION

- Master of Commerce (management)- University of Mumbai in 2013.
- Bachelors in Management Studies - University of Mumbai in 2012.

COMPUTER SKILLS

- HRIS applications (PeopleSoft, Workday, darwin Box and Ceridian)
- MS Office application s- Word, Excel, PowerPoint, Access, Outlook and Visio
- ATS systems – FOX, Job DIVA, ZOHO and Bull Horn

