

# SUJANYA R

## Human Resource Professional with 19+ years of experience

Mobile: +91 9900925454, Email: [sujivarna@yahoo.com](mailto:sujivarna@yahoo.com), Address: Bangalore, Karnataka, India - 560085.

LinkedIn: [www.linkedin.com/in/sujanyar](http://www.linkedin.com/in/sujanyar), Website: [www.sujanya.me](http://www.sujanya.me)

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### EXECUTIVE SUMMARY:

- Strategic, transformational & inclusive HR professional with 19+ years of experience in human resources management providing executive-level consultation to organizations.
  - Hands-on exposé to diverse sectors like **Retail, Manufacturing, Service, Hospitality, Education, IT & Startups** culture, environment, and organizations.
  - Constantly recognized and awarded for collaborative leadership style, proactive approach, and keen ability to effectively translate complex HR operational concepts into tangible action plans.
  - Trusted business partner with a track record of consulting with the leadership team to influence business decisions. Capable of blending big-picture viewpoints with tactical considerations to inspire, build trust, and achieve record organizational growth.
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### SKILLS:

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|--------------------------------|-------------------------------|------------------------------------|
| • Strategic HR Management      | • Talent Acquisition          | • Reward & Recognitions            |
| • Diversity and Inclusion      | • Performance Development     | • Training & Development           |
| • Resource Planning & Forecast | • Compensation and Incentives | • Employee Experience & Retention: |
| • Organization Structure       | • Statutory Compliance        | • Digital HR & HR analytics        |
| • Organization Culture         | • Policy Development          |                                    |
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### PROFESSIONAL EXPERIENCE:

#### Vice President – Human Resources

Campus Students Communities Private Limited, Bengaluru.

09/2017 - Present

#### Roles, Responsibilities & Accomplishments:

- Spearheaded the HR function with a 4-member team in a startup organization.
- Created a new organization & operations structure that best aligned to the current and future business strategy (revenue INR 100 CR) by adding 9 functions as “Navarathna”.
- Played a key role as a strategic adviser on all operations and departmental restructuring, workforce planning, and business realignments as a startup organization & saved 12% manpower cost overall.
- Developed a recruiting strategy to support a 100% growth in the manpower requirement, and aggressively recruited and filled 200 positions each year, and a robust intern program employing 30-40 interns each summer.
- Designed & implemented new company HR policies, compensation structure based on seniority, title, and performance & new payroll procedures to streamline the entire payroll process.
- Instituted a formal performance management process with JD, KRA, etc., that built performance accountability into all levels of the process & a 15% increase in productivity from the current level.
- Institutionalized compliance with all labor laws, statutory compliances, and licensing requirements, resulted in due diligence audit score of 98%.
- Actively involved in management strategic discussions & decision-making process and contributed to additional revenue source of Rs.13 Cr PA.
- Implemented Saral ERP & payroll management system, & inhouse employee self-service portal.

## **Head – Human Resources**

Handiman Services Limited, Bengaluru.

07/2013 - 09/2017

### **Roles, Responsibilities & Accomplishments:**

- Established the HR function with a 6-member team in the organization from the ground up.
- Defined the new compensation system with standard salary ranges for all positions, which helped retention & employee turnover by 20%.
- Prepared recruitment manual and process to create a talent pool that increased position hiring time to 7 days and recruited 1000+ resources in line with business needs.
- Implemented organizational values & culture program led to the highest engagement level in the organization resulted in 25% increase in employee satisfaction level.
- Redefined error-free & on-time payroll process for 2800+ employees by restructuring and supervising the entire process.
- Institutionalized 100% compliance with all labor laws, statutory compliances, regulations, and licensing requirements. Saved INR 5 Lakh PA legal fees and potential litigation.
- Strengthened the annual employee performance appraisal process with defined Job descriptions and KRAs for each position.
- Accelerated ongoing training programs for all employees to participate regularly & covering 3 man-days per employee.
- Defined and rolled out 16+ HR policies and procedures that met the needs of the organization and employees.
- Initiated monthly townhall concept to synchronize employee relationship & employee experience.
- Implemented NetSuite ERP & HR self-portal and paperless HR function

## **Senior Manager – Human Resources (South India)**

Bata India Limited, Bengaluru.

05/2012 - 05/2013

### **Roles, Responsibilities & Accomplishments:**

- Strategically managed all aspects of the HR function for 400+ retail stores across southern India region, including recruitment, hiring, and training of staff, budgeting, establishing policies and procedures, performance evaluation & appraisals, conflict resolution, grievances, and motivation of employees to meet the organization goal of INR 500+ Cr PA business & 1600 employee's strength.
- Supervised 6 HR team members and maximized their knowledge by effective training, monitoring, and directing their best practices and compliances.
- Strengthened relationships with functional departments, making HR a strategic partner in process development, staffing, and employee relations at the regional office and 400+ retail outlets across South India.
- Collaborated and administered 23+ blended learning workshops that achieved the knowledge, skills, and behavioral changes needed to meet business goals.
- Conduct interviews and collaborate with department managers to select the most qualified and suitable resources for existing and newly operated 40+ retail stores.
- Oversaw & administer statutory compliances, payroll activities, and benefits, ensuring that approximately 1600 union and non-represented employees are paid correctly biweekly & monthly without any statutory & legal issues.
- Institutionalized employee engagement and benefit programs to strengthen employee motivation and relationships.
- Administered HR policies, performance appraisal programs supporting business goals

## **Manager – Human Resources (Karnataka)**

Future Value Retail India Ltd (a Future Group Venture), Bengaluru. 03/2006 - 05/2012

### **Roles, Responsibilities & Accomplishments:**

- Strategic Human Resource business partner for 31 retail value chains include large hypermarkets, standalone, & concept stores HR operations across Karnataka, supported to meet the organization goal of INR 750 Cr PA business and 2200 employees strength.
- Managed all aspects of human resources from hire to exit, including organizational structure, recruitment, training, performance management, benefit admiration, statutory compliance, retention, and employee relations across the region.
- Supervised 21 HR team members and maximized their knowledge by effectively training, monitoring, and directing their best practices and compliances.
- Supported, administered & conducted full-cycle recruiting for 25 new + 6 existing retail stores, new front-end sales staff, and support staff for retail stores including selection, onboarding, and induction in a short time. Able to leverage a variety of sources to build a continuous pipeline of qualified candidates including job fairs, employee referrals, job portal research, headhunts, social networking, and local activations.
- Maintained optimal staffing levels by tracking vacancies & Initiating recruitment and interview processes to identify qualified candidates in a lead time across locations
- Key contributor in the implementation of SAP EPR & Sparsh, web-based employee management self-service tools improving leadership HR engagement.
- Devised “Fun at Work” employee engagement program and successfully reduced employee turnover by 8% over four years
- Responsible for all HR processes, policies, programs, ongoing induction, theoretical and on-the-job training for all employees to participate regularly supporting business goals.
- Administered attendance, leave management, payroll process, benefits, incentive, performance appraisal, increment, promotions, welfare from time to time.
- Maintained and ensured statutory compliance as per the labor law state and central labor act and licensing requirements
- Prepared monthly MIS report for management review, created maintained and audited, HR files, documents, included personal records, statutory registers to ensure compliance.
- Constantly recognized for excellent performance and promoted internally from senior executive to area manager to regional manager to manager.

## **Deputy Manager – Personnel & Administration**

Sri Krishna Group, Udupi.

09/2001 - 03/2006

- Responsible for managing the entire HR operations of food processing factories and subsidiaries with a manpower strength of 600 + employees.

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## **EDUCATION:**

### **MBA (Master of Business Administration) - Human Resources**

Justice KS Hegde Institute of Management, Nitte.

08/1999 -08/2001

### **BBM (Bachelors of Business Management) - Human Resources**

Dr. Nitte Shankara Adyanthaya Memorial First Grade College, Nitte.

06/1996 -04/1999

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## LANGUAGES:

- English - Advanced
  - Kannada - Expert
  - Hindi - Intermediate
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## HOBBIES

- Randonneuring
  - Running & marathons
  - Photo & Videography
  - Agriculture
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## AWARDS

- Awarded Best Performing HR award at Big Bazaar -2007
  - Awarded Best Regional Manager Award - South Zone - Future Group – 2008
  - Long Service Award from Future Group for completing 5 years of service - 2011
  - Achiever of Super Randonneur Award for 2019-20 & 2020-21 Season, from Audax Club Parisien Randonneur, Paris.
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## RECOGNITIONS

- Article on my achievements in marathon and cycling events was published in Prajavani on 1st March 2020 & in Public Star new papers on 6th July 2020.
  - The article on my hobbies was published on Udayavani in 2005.
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## VOLUNTEERING

- Regularly volunteering on various philanthropical, social community work & organizing sports & cultural events since 2010.
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## PERSONAL ACCOMPLISHMENTS

- Participated in 35+ marathons and long-distance cycling events.
  - Completed 11000 Kms of cycling & 4000+ Kms of running distance since 2018.
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## More info at:

[www.sujanya.me](http://www.sujanya.me)