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Sainik Farm, Saket New Delhi

# Upma Singh

## HUMAN RESOURCE

### EDUCATION

#### MBA

Galgotias University

CGPA - 9.5

#### Human Resource Management

2021 - 2023

Awarded with Silver medal

### SKILLS

- Bulk Hiring & Campus Recruitment
- HR Operations & Employee Lifecycle Management
- Onboarding & Training Coordination
- Workforce Planning & Attrition Analysis
- HR Data Analytics & Reporting
- Employee Relations & CSR Initiatives
- HRIS Platforms (SuccessFactors, ServiceNow)
- Stakeholder Collaboration

### TECHNICAL PROFICIENCY

- HRIS Platforms: SuccessFactors, ServiceNow
- Data Tools: Microsoft Excel (Pivot Tables, VLOOKUP), Reporting Tools
- Presentations: Microsoft PowerPoint, HR Dashboards
- Other Skills: Payroll Systems, Recruitment Portals

### PROFILE

A proven track record of managing high-volume hiring, maintaining seamless onboarding processes, and driving employee satisfaction across 22+ stations in North India. Skilled in leveraging HR technologies like SuccessFactors and ServiceNow to streamline workflows and enhance efficiency. Recognized for delivering 100% offer-to-join ratios, fostering strong employee relationships, and ensuring zero escalations through proactive issue resolution.

### EXPERIENCE

#### Indigo

2023 - Present

#### Human Resource

- SPOC for HR functions across 22+ stations in North India, managing end-to-end recruitment, onboarding, and HR processes.
- Conducted bulk hiring drives with over 1,000 candidates daily, maintaining assessment accuracy and ensuring prompt offer release and negotiation.
- Coordinated with the training department to align onboarding batches with operational needs and sustain a robust candidate pipeline.
- Managed workforce planning with stakeholders, prepared attrition reports, and delivered weekly presentations to leadership.
- Oversaw employee transfers, depositions, payroll adjustments, and OT allowances across PAN-India, ensuring compliance and accuracy.
- Administered job postings, onboarding workflows, and employee code creation via SuccessFactors, ensuring seamless processes.
- Streamlined Internal Job Postings (IJP) processes, including eligibility validation, interview scheduling, and promotion letter issuance.
- Led station connect programs to enhance employee engagement and workplace culture.
- Resolved complex employee queries on taxation and HR policies via ServiceNow with zero escalations.

## **Key Achievements:**

- Delivered a 100% offer-to-join conversion rate for recruitment drives, ensuring hiring targets were consistently met.
- Reduced recruitment costs by [specific percentage], optimizing the hiring process.
- Successfully led pan-India campus recruitment programs, enhancing employer branding and securing top-tier talent.
- Recognized for identifying and addressing HR challenges promptly, ensuring smooth operations.

**Kaptune Media India  
Private Limited**

**July 2023 – Oct 2023**

### **Talent Acquisition HR**

- Successfully sourced, screened, and interviewed candidates for diverse roles across departments.
- Partnered with hiring managers to identify staffing needs and develop tailored recruitment strategies.
- Maintained an applicant tracking system (ATS) to ensure efficient hiring processes and compliance.
- Enhanced employer branding by improving candidate experience and promoting organizational values.

### **Achievement**

Awarded with HR Backbone award in Indigo