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SKILL HIGHLIGHTS

Strategic human resources planning

High performing talent acquisition

Change management & reengineering

Creating & driving high performance management systems

Merger & acquisition restructuring

Result focused engagement programs

Results oriented training & development

facilitation

Performance compensation programs

Business focused client management

Proficiency in HR operations

Comprehensive understanding of global compliances

EXECUTIVE PROFILE

- Human Resources (HR) Head & Change leader, with proven expertise who has enhanced performance, growth and profitability through employee engagement
- Over 20 years of comprehensive experience in leading MNC's & Indian organizations, spread across various industries like IT, ITES, & management consulting
- Provided strategic & functional support to startup ventures and seasoned organizations on different aspects of HR & have devised & implemented appropriate HR processes & systems for them
- Played a critical role in mergers & acquisitions, (M & A's) from due diligence to restructuring & integration of people policies & processes

CAREER HIGHLIGHTS

Strategic Planning

- Created HR strategy plans for the organization to achieve their business outcomes in the areas of; strategy execution capability/revenue/margin/delivery excellence/customer & employee retention
- Created Corporate Sustainability Report (within a month) on the economic, social, environmental impacts, values & governance models to portray the organizational strategy towards a sustainable global economy
- Worked with the leadership team to drive cultural change to achieve business goals, by defining new values & behaviors, aligning culture with strategy and creating accountability

Organization Development and Change Management

- Developed a change management framework using the McKenzie 7S model for analyzing, introducing and executing an organizational design change, for 25k employees globally
- Worked on multiple strategic projects at the org level – Performance to potential management (PMS)/managing growth (scalability & sustainability)/structures & competencies/productivity
- Created a project manager competency framework- designed assessment & development framework, career pathing (1500 PM's) to increase margins and reduce infant mortality of projects
- Created multifarious assessment/development centers (Sr Managers-Directors- VP) to create an internal leadership pipeline
- Created and implemented an employee engagement framework, from induction to exit, which helped increase the engagement scores by 5-8 % over the next two years
- Created a HRBP framework (incorporating wave 3 & wave 4 model), to shift from an activity to an outcome-based model to align strategies and achieve the business objective

Talent Management

- Developed effective recruiting campaigns in attracting specific segments; 45 lateral hires in 38 days (up to joining)/30 freshers(non-campus) in 7 days/26 quality positions in 75 days
 - Developed innovative brand building & positioning exercise for attracting talent at different levels
 - Reduction of average cost of hiring by 88% in a year's time at entry level
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EMPLOYMENT HISTORY

Head HR - Business Units

(Global),

Syntel Ltd 2011 - 17

GM/Head HR - Corporate,

KPIT Cummins Infosystems

2008 - 11

HRBP Head - Vertical,

WNS Global Services Pvt Ltd

2007 - 08

Head - HR,

HOV Services Ltd 2004 - 07

Center Head,

Tandem A Plus 2003 - 04

Regional Manager (Sales, HR & Admin),

Linguaphone Pvt. Ltd

1998 - 02

- Developed a robust framework and worked with the leadership team to facilitate the shift from a performance management system to a potential management system, with a threefold purpose of creating a learning organization, develop potential & help in career progression
- Worked on IDP's for leadership (BU/Function Heads) using a competency model, (using psychometric tools/ 360 degree) and created individual mentoring programs for a year
- Developed L&D frameworks for multiple technologies, at different stages of the employee life cycle to align with the business strategies, using new methods like; programmed learning/web- based trainings/boot camps using LMS'

HR Operations

- Developed and automated Global Mobility Program (travel/immigration/taxation) with a shared services model across the globe (17 countries), based out of UK & India
- Developed a competency & skill-based pay model with new processes to keep in line with the company's goal of a high potential work culture
- Created/revamped policies and procedures, systems, governance models to achieve the goals which are aligned to the mission/vision of the organization
- Have been instrumental in setting up the entire HR functions, processes and systems for a captive unit (IT & ITES) of an US based company
- Implemented/migrated all modules (including Global) of SAP HR/Success Factors/ PeopleSoft
- Payroll on multiple systems like SAP/Peoplesoft/Ascent for over 20 countries with 0.01 error and statutory compliances with 0% miss outs
- Successfully cleared all client / internal / external / certification audits, without any non-conformance. Reduced backlog audit observations by 95% in 6 months' time
- Have been the sponsor/champion for 6 six sigma and 2 lean projects

EDUCATION

Bachelor's Degree in Science

Honours Diploma in Systems Management

Certificate course in Advanced Leadership Training from Haggai's Institute, Singapore

Certified in Predictive Index (PI) International & Seville

Assessments (psychometric tools)

Acquisitions and Mergers

- Have been part of 3 acquisitions and 1 merger, and have led the team in 2 of them
- Was successful in fulfilling the targets of key employee retention, employee selection and downsizing and effective communication
- Was successful in the harmonization of culture/policies/procedures/processes, engagement, compensation strategies and benefits programs

LAST POSITION HELD

Senior Director-People Services (HR/Recruitment and L&D) HR Head, India Region (India/Middle East/APAC)

SQS Group Services

2017 - 18

Led the India region, for a captive technology and delivery center spread across 4 regions in 17 countries, for a MNC headquartered in Germany. As an additional role I also acted as an OD consultant for the global organization
