



Praveena Chandrasegaran

+6 014 6464 317 | connect.praveena@gmail.com | www.linkedin.com/in/praveena06 | KL

I have 6 years of experience in Human Resource field, primarily as Talent Acquisition Coordinator in AIG and moved into HR Operations and most recently leading Talent Management functions in iPrice Group. Creating positive changes through holistic HR approach satisfies me. Being a people centric person, I continue to strive in creating humanized workplace and coach people to become better versions of themselves.

Some of my notable achievements are:

Performance Review:

- Developed strategy to roll-out Leadership, Technical and Professional Competencies by collaborating with Leadership members and Head of Departments
- Created Performance Review guidelines to improve quality of feedback and self-assessment process
- Led on revamping Core Competencies
- Driven performance calibration process with C-levels
- Introduced and managed 360-feedback approach

Learning & Development:

- Developed & rolled out competency-based training framework for entry & mid-level employees & managers
- Developed training materials and conducted trainings. i.e. Career Progression, How to Provide Good Quality Feedback, How to Write Self-Assessment, New Manager Guidebook, New Hiring Process

Organizational Development:

- Initiated and led transformation from traditional HR into Agile HR approaches including Agile ceremonies
- Led and managed transition of key Teams into Business Units
- Created and refined HR processes to adapt holistic HR approaches
- Led and strategized in revamping company value to align current company culture and goals

Talent Acquisition:

- Led cross-country hiring by developing recruitment agencies network across Vietnam, Thailand & Philippines
- Implemented new hiring process to optimize hiring duration 4 weeks from application date
- Introduced new InMail content and received 70% response rate from passive candidates
- Enhanced information gap for new joiners in their first 90 days by 100%
- Revamped onboarding materials and content
- Introduced onboarding checklist and reference check process

HRIS Transformation:

- Led transition from manual into digitized performance management process using Engagedly tool for 200 employees

Senior Stakeholder Management:

- Experienced in reporting to CTO (Germany), COO (UK), CEO (Czech), CMO (Italy)

Award:

- Employee Role Model Award (2019)

Employment history:

Senior Talent Management Specialist, iPrice Group (July 2018 - Aug 2020)

I owned and led Learning & Development and Performance Management functions. I acted as Business Partner to Team Leads and Head of Departments to strategize the processes. Additionally, I contributed in:

- Coaching: Build mentorship culture in People Operations team using GROW Coaching Model
- HR Analytics: Analyse data, identify trends, advise changes and improvements to management
- Talent Development: Implement and drive iPrice Ambassador Program
- Employee Engagement: Develop and lead Employee Pulse-Check survey
- HR Consultant: Serve as an internal consultant to management and employees on various HR topics

Senior HR Specialist, iPrice Group (Jan 2017 - June 2018)

I held Acting HR Manager role whilst HR Manager away for 10 months. I strengthened my Leadership skill by coaching HR Specialist and HR Intern. Chosen as Person of Confidence via company-wide voting to handle Anti-Harassment Policy across company. Additionally, I contributed in:

- Conflict Resolutions: Manage and solve employee issues including DI & PIP processes with zero lawsuit
- HR Policy & Process: Revise company handbook. Created and refine HR processes
- Talent Development: Develop and propose High Potential Program for iPrice Key Talents
- Employee Engagement: Run employee engagement efforts to increase employees' motivation
- OKR: Manage and drive company-wide OKR on quarterly basis

HR Executive, iPrice Group (Jan 2016 - Dec 2016)

Despite being a rookie in this company, I led and managed end-to-end HR functions including payroll (HR2000), government reporting, recruitment, career fairs & onboarding sessions. I introduced Employee Referral Program. Besides, I contributed in:

- Employer Branding: Support and develop employer branding efforts through LinkedIn and Facebook. Initiate and lead iPrice official website content revamp
- Employee Transition: Refine off-boarding process and introduce exit interviews
- Expatriate Relocation: Manage visa applications and relocation

Talent Acquisition Coordinator, AIG Shared Services (May 2015 - Dec 2015)

I am responsible to source candidate, post job opening, phone interview, interview scheduling (MY and ID market), handle job offers to shortlisted candidates, conduct on-boarding sessions and I led MCTF Career Fairs. Looking into my calibre, my TA Director, Rajat Saggar gave me additional responsibility to conduct Market Mapping for IT positions across region.

Talent Acquisition Intern, AIG Shared Services (Dec 2014 - April 2015)

As an intern, I was given responsibility to source candidate, post job opening, conduct phone interview, schedule interviews, assist on background checks (OFAC), handle job offers to shortlisted candidates, coordinate on-boarding session. I was offered permanent full-time position at the end of internship.

Education:

Bachelor's in Human Resource Management (Hons), Unisel (2015)

- First Class Honor Graduate | Award - Dean List Award (2x)

Diploma in Business Information Technology, YPC IT-Web College (2011)

- Final CGPA - 3.69 | Award - Chairman Award (4x)

Certification:

- Managing Changes to Our Employment Laws (HRDF), 2019
- Secretariat for Empowerment of Indian Entrepreneurs, Prime Minister's Department (SEED), 2017
- English Communication Certificate (Orange International College), 2009
- Pre-Diploma in Business and Accounting (YPC IT-WEB), 2009

Publication:

- [Bangkok Post](#) (Thai's Losing Job Opportunity because of Poor Resume) - Jun 22, 2017
- [Kaskus](#) (10 Classic Interview Questions and How to Answer it) - Nov 19, 2016

Guest Speaker:

- Green Light Bridge Project - Better Future of Our Children at SMK Raja Lumu Pandamaran, 19 Aug 2017
- Manage Career Opportunity - Learning Through Experience at Unisel (700 participants), 12 Aug 2017

ATS | Agile | Appraisal | Change Management | Coaching | Confluence | Employee Branding | Employee Engagement | Employee Relation | Employee Retention | HRBP | HR Business Partner | HRIS Transformation | HR2000 | Leadership | Learning and Development | Microsoft | OKR | Organizational Development | Payroll | Performance Review | QPAY | Recruitment | SharePoint | Slack | Stakeholder Management | Start-up | Talent Acquisition | Talent Development | Talent Management | Training | Workable

--Thank you--