

Jessica Donawat

HRBP/HR Operations/People Operations (full time roles)

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PROFESSIONAL SUMMARY

Results-driven **HR Generalist** with hands-on experience in **HR Operations, Payroll, Employee Relations, HRBP support, and Talent Acquisition** across EdTech, IT HR Consulting, and Corporate environments. Skilled in managing the **end-to-end employee lifecycle**, HRIS/HRMS systems, payroll processing, compliance, policy implementation, and employee engagement. Known for strong problem-solving, stakeholder management, and maintaining a positive employee experience.

PROFESSIONAL EXPERIENCE

Associate Human Resource Business Partner(HRBP) / HR Operations / People Operations

Cyboard Edtech Pvt. Ltd., Gurgaon

Aug 2025 – Nov 2025

- Managed the **full employee lifecycle** including onboarding, induction, Joining formalities, documentation, probation tracking, confirmations, engagement, payroll inputs, attendance reconciliation, Grievance handling and exit formalities.
- Prepared and reviewed **offer letters, appointment letters, NDAs, bond agreements**, and assisted in drafting/updating HR policies to ensure compliance with organizational standards.
- Handled the **HRMS data management**, ensuring accurate employee records, attendance logs, leave balances, payroll data, and compliance-related documentation.
- Executed **end-to-end payroll coordination**—attendance validation, leave adjustments, salary inputs, reimbursements, incentive calculations, and liaising with the finance team for salary roll-out.
- Handled **employee relations & grievance redressal**, ensuring timely resolution of concerns related to policies, payroll, workplace issues, or attendance discrepancies.
- Conducted **Voice of Employee (VoE)** sessions; analyzed employee sentiment, identified issues affecting morale/attrition, and proposed actionable improvements.
- Facilitated organization-wide **employee engagement activities**, including festive celebrations, monthly engagement, rewards & recognition events, and employee well-being programs.
- Led **vendor coordination** for gifts, event materials, engagement activities, and supported logistics for both on-site and remote workforce.
- Conducted **exit interviews**, documented reasons for separation, and created reports for leadership to support retention strategies.
- Ensured adherence to **PF, compliance updates, NATS registration**, and onboarding statutory requirements.
- Prepared **HR dashboards** covering headcount, attendance, attrition, engagement, new hires, and exit trends for management insights.

Human Resource Business Partner(HRBP) / People Operations Intern

Great Learning, Gurgaon

May 2025 – Aug 2025

- Conducted deep-dive **attrition and workforce analytics** to identify patterns based on employee tenure, performance, and exit reasons.
- Supported **Performance Improvement Plan (PIP)** administration, probation extensions, expectation-setting discussions, and performance documentation.
- Managed complete **onboarding & assimilation**, including document collection, background verification coordination, HR induction sessions, and addressing new hire queries.
- Led **employee connect programs** to capture employee feedback, understand pulse issues, and strengthen culture-building efforts.
- Designed an **Employee Engagement Scorecard**, tracking participation levels, feedback scores, and effectiveness of engagement initiatives.
- Contributed to projects focused on **improving Glassdoor ratings, reducing early attrition, and enhancing employer branding**.
- Supported **VoE (Voice of Employees)** and **VoEE (Voice of Ex-Employees)** initiatives to derive insights and recommend HR interventions.

Junior Recruiter / HR Specialist (Remote)

Spectraforce Technologies

Jun 2024 – Mar 2025

- Owned the **end-to-end recruitment cycle** including sourcing, screening, evaluation, salary negotiation, and onboarding coordination for technical and non-technical roles.
- Utilized job boards such as **Monster, CareerBuilder, Indeed, ARYA Scout**, Boolean search, and internal databases to identify suitable candidates.
- Conducted **pre-screening interviews**, assessed communication proficiency, and matched candidate skills with client job descriptions.
- Coordinated interview scheduling, panel alignment, feedback collection, and hiring pipeline tracking for **Fortune 500 clients** such as Amazon, IQVIA, LabCorp, Centene, Lennox, and Quest Diagnostics.
- Maintained **recruitment trackers, MIS, daily reports**, and ensured smooth communication between hiring managers and candidates.
- Assisted in **employee engagement & Grievance handling**, virtual team-building activities, and recognition programs for the internal workforce.

Strategic HR Intern

The Global Talent Development, Amity University

Jun 2023 – Jul 2023

- Supported leadership hiring by assisting with **cost-effective recruitment strategies** and sourcing talent from global platforms.
- Shortlisted candidates for positions at **Harrow International School (Bangalore & New York)** and AUUP.
- Managed recruitment trackers, candidate databases, and communication logs to maintain hiring accuracy.
- Utilized **KEKA HRMS** for leave management, employee records update, and preliminary HR policy implementation tasks.

CO-CURRICULAR ACTIVITIES & LEADERSHIP POSITIONS

| Role | Organization | Duration | Key Responsibilities |
|---------------|--|---------------------|---|
| Buddy Mentor | Amity University | Aug 2023 – Nov 2023 | <ul style="list-style-type: none">Guided new students during onboarding and integration.Implemented feedback survey to enhance orientation experience.Organized community-building activities (team lunches) and managed mentorship team tasks(activities). |
| Creative Head | Human Value Cell, Amity University | Oct 2023 – Mar 2024 | <ul style="list-style-type: none">Managed volunteer recruitment for health camps and fundraising events.Coordinated with faculty, students, and external partners for event execution.Implemented communication strategies and volunteer retention initiatives. |
| Core Member | Innovation & Entrepreneurship Cell, Amity University | Jul 2023 – May 2024 | <ul style="list-style-type: none">Contributed to event planning and volunteer management.Coordinated staffing, scheduling, and training of volunteers.Managed social media communications for campus event promotions. |
| Member | PEACE Society, Jesus and Mary College | Aug 2019 – May 2022 | <ul style="list-style-type: none">Conducted team-building exercises and facilitated conflict resolution.Supported onboarding of new members and ensured smooth integration.Maintained clear internal communication channels. |

EDUCATION

| Qualification | Institute | Board / University | Year |
|----------------------|--------------------------------------|--------------------|-------------|
| MBA (Human Resource) | Amity Business School, Noida | Amity University | 2022 – 2024 |
| BA (History–Spanish) | Jesus and Mary College, Chanakyapuri | Delhi University | 2019 – 2022 |
| XII | St. Anthony’s School, Hauz Khas | CBSE | 2019 |
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CERTIFICATIONS

- B2.2 Level Spanish – Instituto Cervantes
- Business Communication
- Workplace Psychology
- HR Analytics

CORE COMPETENCIES

HR Generalist Functions | HR Operations | Payroll Processing | Attendance & Leave Management | Employee Relations | HR Compliance | Onboarding & Offboarding | HRIS/HRMS | Data Reporting | Exit Management | Engagement Initiatives | PIP & Performance Support | Attrition Analysis | Recruitment | Documentation | Policy Drafting | Excel

HRMS Tools: Keka, DarwinBox, PyjamaHR, ARYA Scout, Eazy ERP