

WORK EXPERIENCE

After PGDM

- September 2022 onwards working on a small home business making customized designer home furnishings.
- June 2018 – September 2021 – teaching Fashion Designing to ICSE Grade 9 & 10 and ISC Grades 11 & 12 at Vaels International School. Also HOD for Fashion Design and Humanities departments.
- December 2017 – January 2019 developed Primary Science Curriculum (Kindle Kids International) based on the Cambridge curriculum framework.
- March 2017 onwards teaching.
- 2016-17 – English language, team building and leadership training for students of Loyola College, Chennai, SSN Engineering College, Chennai and Prince College of Engineering, Chennai.
- 2015-16 – Trained three batches of employees on Presentation Skills at Hewlett Packard, Chennai.
- August 2015 – Trained students of the SRM Arts & Science College of Soft Skills and Communication skills as part of their on-going soft skills training program.
- July 2015 – Was part of the Train the Trainer group of selected trainers for retail and product training for shop floor staff of Shoppers Stop, Mumbai.
- July 2014 – Trained students as a an empaneled trainer for Ethnus, Bangalore, at Anand Institute of Higher Technology, Chennai and SKR Engineering College, Chennai as part of their campus placement training.
- April 2012 – September 2013 – Teacher for Hindi second language at Kids Central School, Kotturpuram, Chennai
- August 2005 onwards free lancing as a behavioural skills trainer.
 - Worked as an associate trainer with the Sanmar Group, Chennai for training employees in the areas of,
 - Effective Business Communication
 - Personal Productivity
 - Conducted Employability Skills training at CA institute of Chennai as an associate trainer of Zeal, Chennai
 - Designed & conducted Professional Awareness & Development Programme for Fashion Design Students of Pearl Academy of Fashion, Chennai
 - Developed Training kit/ manual for Basic English Language & Communication Skills for Sanmar, Chennai
- October 2004 to July 2005 with **Sanmar Group Corporate, Chennai** as **Deputy Executive Manager - HR**
- **Responsibilities –**
 - 1. Training & Development**
 - Training needs analysis
 - Plan & implement training calendar & budgets for the organization
 - Design & delivery of programmes in the soft skills areas such as,
 - Performance culture
 - Time Management
 - Customer Orientation
 - Enhancing Work Delivery
 - Communication skills
 - 2. Campus recruitments for the engineering business**
 - 3. Knowledge management on the employee intranet.**
- July 2004 onwards – Taught **Professional Ethics** to final year engineering students at **Vickram College of Engineering, Madurai**
- April 2004 onwards – Taught children **Spoken English & Computer Graphics** at **SEED**, an NGO, in **Madurai**
- May 2003 – Dec 2003 **Indus-League Clothing Limited, Bangalore** as **Assistant Manager – HR**
- **Responsibilities –**
 - 4. Training**
 - Training needs analysis
 - Formulating a training calendar for the organization
 - Developing training programmes on,
 - Product knowledge
 - Selling skills & customer service
 - Customer Loyalty Programme
 - Personal Productivity Programme
 - Basics of Fibers & Fabrics
 - Telephone Etiquette
 - Conducting training on above modules

- Design & implementation of the Customer Interface Programme for employees across the organization
 - Sourcing of external training programmes & nomination of members as per training needs or recommendation by functional heads
- 5. Performance Management**
- Tracking follow through of all employee performance reviews
 - Goal setting for all new members
 - Design & implementation of an internal customer satisfaction feedback built into the performance review system
- 6. Managing “fun at work”**
- Introduced the Fish Philosophy at Indus-League
 - Implemented the Fish Principles in various initiatives at Indus-League
 - Company get-togethers/ parties
 - Team Briefing sessions for all employees
- 7. Surveys**
- Designed and conducted various surveys in the organization
- 8. Recruitment**
- May 2001 – May 2003 **Pantaloon Retail (I) Limited, Mumbai** as *Assistant Manager - HR*
- Responsibilities –**
- 1. Training**
- Content development for training programmes for Pantaloons/ Big Bazaar stores sales staff.
 - Induction to the organization
 - Selling Skills
 - Customer service
 - Team work / team building
 - Grooming & etiquette
 - Work planning & organization
 - Team Leader & Team member roles at the front line in a restructured organization
 - Conducting training for team members and team leaders at stores in various locations, such as Hyderabad, Chennai, Calcutta, Kanpur, Mumbai
 - Training need analysis
 - Coordination with internal/external trainers/consultants/facilitators for conducting training programmes at Head Office, Zones and Stores.
- 2. Organization Development activities at HO & Stores.**
- Restructuring initiatives at HO, Zones & stores
 - Ensuring smooth adaptation to changes in the structure and systems at HO, Zones and stores
 - Visits to stores to build employee relations and review HR processes
- 3. Performance Management**
- Processing of appraisals & increments
 - Preparing function specific performance appraisal forms
 - Facilitating preparation of Balanced Scorecards and implementation of Balanced Scorecard Performance Management System at HO, zones and stores.
- 4. Recruitment**
- 5. Other**
- Preparing concept notes/reports/presentations on Organizational Development/ Change Management, HR Strategy and Balanced Scorecard for the organization.
 - Maintaining and regularly updating online employee database

Before PGDM

- May – June 2001, eight weeks attachment with **SHV ENERGY NORTH EAST LTD., Calcutta & SHV ENERGY INDIA LTD., Hyderabad** as *summer trainee*.
- April – June 1999, as *Faculty for Garment Pattern Making & Production* with **WIGAN FASHION SCHOOL, Calcutta**
- October 1997 – September 1998, as *Design Coordinator* with **THE EAST INDIA NATURAL GOODS CO., Calcutta**, manufacturers and exporters of jute products.
- May – June, 1996 – Six weeks attachment with **CREATIVE GARMENTS, Mumbai** as a *summer trainee*.

PROFESSIONAL QUALIFICATIONS

- **Nirma Institute of Management, Ahmedabad**
Post Graduate Diploma in Management
Specialization - HR
1999 – 2001

- **National Institute of Fashion Technology, Calcutta**
Post Graduate Diploma in Garment Manufacturing Technology
1995 – 1997, with 71.9%
Project undertaken – “Study of Leather & Leather Garment Manufacturing Process”
- **Cambridge International Diploma for Teachers & Trainers**
- **Level 1 Certified Retail Trainer from Manipal City & Guilds, Mumbai**

ACADEMIC QUALIFICATIONS

- **Smt Jawahari Devi Birla Institute of Home Science, Calcutta**
B.Sc. Home Science with Textiles & Clothing
1992 – 1995, with 66.5%
- **Hindi High School (Girls’ Section), Calcutta (now known as Birla High School)**
AISSCE (10+2), with 71.4%
- **Julien Day School, Calcutta**
I.C.S.E., with 74.3%

AREA OF SPECIALIZATION

Human Resource Management & Development

COMPUTER PROFECIENCY

Sound working knowledge of MS Office.

SEMINARS/ PROGRAMMES ATTENDED

- R L Bhatia conducted seminars on,
 - Who Moved My Cheese
 - Chicken Soup For The Soul
- Programme on Competency Mapping & Development conducted by Institute of HRD, Bangalore
- Speak Easy, Faculty development programme, Chennai

EXTRA CURRICULAR ACTIVITIES

- Worked as a part-time volunteer with SPASTN for developing products from recycled material as part of their Vocational Training Centre for mentally challenged children.
- As a Sports enthusiast I play tennis & badminton
- Arts and crafts are my passion and I contribute at school shows/ events with my skill whenever I can.

PERSONAL INFORMATION

Heena Nandani Palanivel



Date of Birth : October 30, 1972
 Languages Known (RWS) : English, Hindi, Bengali, Gujarati, Tamil (Basic Spoken only), French (Level A2 completed at Alliance Francais of Madras)
 Hobbies & Interests : Read, Paint, Paper Craft, Travel, Sewing
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