HAMIDREZA LACHIN

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My purpose is to create an experience of wellbeing, so that together we can live a better live and do a better job. I found out that the best path towards my purpose is to choose HR as my career. I am a HR lover seeking constantly for opportunities to develop my HR skills and make my unique contribution.

EXPERIENCE

SHAB.IR
HUMAN RESOURCES MANAGER

APRIL 2023 – PRESENT

In last two years, we were engaged with a rapid scale up to triple our headcounts and expand our organizational capabilities to serve a wider range of guests and hosts. We built a HR system to provide infrastructures and processes to attract and retain fit talents to support our business growth and strategy.

Key achievements:

- Fill more than 140 positions with Time to Hire less than 40 days, Offer Acceptance Rate more than 80%, New joiners Turnover Rate less than 20% and CNPS more than 40
- Increase eNPS score from 22 to 40
- Retain more than 80% of talents
- Develop and implement performance management cycles which increased high performers rate up to 35%
- Design, promote and stabilize Shab culture manifest
- Develop a grading system and accurate salary bands to pay competitively
- Develop Shab employer branding strategy and cooperate with marketing team to implement it internally and externally which tripled our LinkedIn followers in 1.5 years
- Lead the organizational re-structure from functional to cross-functional
- Design and develop Shab Telegram bot to provide employees with required information instantly and also to automate some HR processes and services
- Develop employee experience research tools and processes to discover pain points and act accordingly

SNAPP EXPRESS
HUMAN RESOURCES BUSINESS PARTNER

OCT 2022 – MARCH 2023

As the HRBP of Finance, Marketing, Commercial, Business and HR teams, I work closely with managers, staff and HR functions to diagnose and solve people-oriented issues. I Also monitor and implement HR processes and policies in mentioned departments.

Key achievements:

- Design and implement a process for horizontal and vertical promotion

- Improve recruitment and onboarding processes
- Cooperate with managers and recruitment team to plan headcounts and fill them
- Diagnose the interpersonal and team's conflicts and coach people to solve them
- Implement grading system based on GGS and Mercer
- Handle onboarding, offboarding and C&B processes in my departments

ALIBABA TRAVELS CO.
PEOPLE EXPERIENCE MANAGER
SEP 2021 – SEP 2022

I managed a team of 3 people as people experience manager. we worked closely with PR & marketing departments to define Alibaba reputation and proposition as an employer and then communicate them with internal and external stakeholders. We also cooperated with other HR teams to create an employee experience based on our brand promises.

Key achievements:
- Define Alibaba employer branding identity
- Create Alibabastories' content strategy and calendar and increase followers by 300%
- Create and implement Alibaba internal communication platform including newsletter and events
- Design employee journey map and define key touch points
- Design surveys and analytics for different employee experience steps and conduct them regularly
- Re-design employee experience steps including attraction, recruitment and onboarding based on Alibaba employer branding identity
- Design and implement recognition program

PEOPLE & ORGANIZATION DEVELOPMENT MANAGER
AUG 2020 – SEP 2022

In people development team, our focus was on individual & team wellbeing, leadership development and digital L&D. We were trying to be a strategic partner to business units and help them develop the capabilities needed to achieve their goals.

Key achievements:
- Conduct L&D need assessment and design developmental solutions including workshops accordingly
- Provide employees with self-developmental options including e-learning packages and training budget
- Design Alibaba wellbeing program (called Konjed) and hold workshops, Instagram lives and book clubs
- Design and run employees' mental wellbeing program including training and therapy
- Plan and implement leadership development programs including workshops, coaching, leadership tests and 360-degree assessments
- Design and implement succession planning process

PEOPLE & ORGANIZATION DEVELOPMENT SENIOR SPECIALIST
MAY 2019 – APR 2020

I was in charge of performance management and leadership development functions. I worked with HR team and senior managers to design and implement a whole cycle of performance management.

Key achievements:
- Design and implement performance management system from goal setting to evaluation
- Create Individual Development Plan forms, process and instruction

- Assess C-levels' leadership skills based on TLC model
- Hold team work improvement workshops based on Five Dysfunctions of a Team model
- Design and implement a complete process of 360-degree behavioral feedback

DIVAR
HUMAN RESOURCES GENERALIST
MAY 2020 – JUL 2020
As a member of people experience team, we tried to build an experience full of success and fulfillment for our people. At any time, we aimed to understand how people are experiencing working at Divar and what can be done to improve this experience.
Besides, we worked on people development through learning & development, performance management, leadership development and wellbeing.

UNILEVER
IT & HR ULIP
JUL 2018 – JAN 2019
During my internship, I was involved in HR and IT teams and contributed to the following cross-functional projects:
- Set-up and implementation of Unilever Learning Management System (ULMS) through Moodle platform
- Perform employer branding activities at Iran University of Science and Technology

EDUCATION

2022 - 2023
Executive MBA, Sharif University of Technology

2018 - 2021
M.S. Engineering Management, Iran University of Science and Technology

2014 - 2018
B.S. Industrial Engineering, Iran University of Science and Technology

SKILLS

- Internal Communication & Employer
- Learning & Development
- Leadership
- Performance Management
- Organizational Development
- Recruitment
- Organizational Culture
- Strategic HR
- Employee Experience
- C&B

LANGUAGES

- English: Professional Working Proficiency