RIA BATRA

People Operations | HR Business Partnering | Employee Engagement | HR Operations

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SUMMARY

People Operations professional with **1.5+ years** of hands-on **HR experience**, **HRBP exposure**, and a **Psychology foundation in behavioural science**. Experience across **Lenskart**, **Urban Company**, **MedTourEasy**, and **Sunstone** spans the **employee lifecycle**, including **talent acquisition**, **onboarding**, **HR operations**, **employee engagement**, **HRMS administration**, **workforce coordination**, and **employee query resolution.** Skilled in partnering with employees, managers, recruiters, IT, and cross-functional teams to deliver responsive, employee-centric, and business-aligned people processes.

WORK EXPERIENCE

HR Business Partner Intern (Corporate Affairs) - Lenskart — Aug 2026 - Present

- Serve as a first point of contact for employee queries on attendance, HRMS processes, manager coordination, and day-to-day people operations; coordinate timely resolution with relevant teams.
- Support employee lifecycle activities, including onboarding/pre-onboarding coordination, employee data accuracy, reporting hierarchies, manager mapping, and organizational-structure updates in Oracle HRMS.
- Partner with managers and Corporate Affairs stakeholders to identify, coordinate, and resolve employee-related operational concerns, strengthening employee experience.
- Support attendance and payroll-query coordination by tracking concerns, validating relevant HRMS information, and following up with internal stakeholders.
- Coordinate employee engagement initiatives and communications that foster participation, connection, and a positive workplace experience.
- Coordinated an HR offsite in Jaipur for approximately 250-350 employees, supporting planning, stakeholder coordination, attendee communication, on-ground execution, and post-event follow-up.
- Supported offsite budget planning and expense coordination with HR leadership and internal stakeholders.
- Create requisition codes and support ATS workflow administration for recruiters, contributing to accurate requisition setup and hiring-process coordination.
- Contribute to cross-functional HR operations by maintaining process documentation, supporting data accuracy, and escalating employee concerns appropriately.

People Success Partner Intern - Urban Company — May 2026 - Jul 2026

- Partnered with hiring managers across business functions to understand workforce requirements and drive end-to-end recruitment for leadership and mid-level roles across Pan India, ensuring timely hiring and stakeholder alignment.
- Managed the complete recruitment lifecycle, including candidate sourcing through LinkedIn and Naukri, resume screening, interview coordination, offer management, onboarding support, and ATS administration.
- Supported People Operations by maintaining recruitment documentation, streamlining hiring workflows, ensuring process compliance, and enhancing the candidate and new-hire experience throughout the employee lifecycle.
- Analyzed recruitment metrics and prepared hiring dashboards and reports to track pipeline performance, improve decision-making, and identify opportunities for process optimization.
- Collaborated with cross-functional stakeholders to improve recruitment efficiency by implementing a structured screening framework, reducing candidate screening time by 20% while maintaining quality of hires.

HR & People Operations Intern - MedTourEasy — Jul 2025 - May 2026

- Contributed to Learning & Development and employee engagement initiatives aimed at strengthening employee experience and organizational culture.
- Supported people operations across the employee lifecycle through HR documentation, policy implementation, and cross - functional project coordination.
- Assisted recruitment activities including sourcing, screening, and interview coordination while ensuring a seamless candidate experience.
- Conducted organizational behavior research to identify opportunities for improving workplace effectiveness and employee engagement.
- Collaborated with remote and field teams, strengthening stakeholder relationships, communication, and project execution across functions.

Human Resources Intern - Sunstone — Jun 2024 - Jul 2024

- Supported HR operations and talent acquisition across Sales, Operations, and Technology functions, ensuring seamless recruitment and onboarding processes.
- Partnered with hiring managers on workforce planning, candidate evaluation, and hiring decisions while coordinating cross-functional recruitment activities.
- Improved candidate screening efficiency by 25% through a structured evaluation framework, enhancing recruiter productivity and candidate-role alignment.
- Managed ATS and Excel records, recruitment dashboards, employee documentation, and hiring reports to improve operational accuracy and data visibility.

EDUCATION

B.A. (Hons.) Applied Psychology with Research — **Aug 2022 – Apr 2026**
Amity University, Noida

B.A. Honors Psychology — **Mar 2023 - Mar 2027**
Saint Leo University, Florida

KEY SKILLS

HR Business Partnering **||** HR & People Operations **||** Employee Lifecycle Operations **||** HRMS **||** Employee Query Resolution **||** Employee Engagement **||** Stakeholder Management **||** Workforce Coordination **||** Attendance & Leave Coordination **||** Talent Acquisition **||** Interviewing & Candidate Screening **||** Applicant Tracking Systems (ATS) **||** HR Analytics & Reporting **||** Microsoft Excel / Google Sheets **||** Learning & Development **||** Event Operations **||** Budget Coordination **||** Organisational Psychology **||** Communication & Interpersonal Skills **||** Problem-Solving

CERTIFICATIONS

Human Resource Associate **(HRCI)** || People Management Essentials **(Google)** || Prevention of Sexual Exploitation & Abuse **(UNICEF)** || Psychological First Aid **(UNICEF)** || Identifying Early Signs of Psychosis **(Stanford University)** || Public Health & Disaster Risk Management **(UNITAR)**