

Nomination: 7317

Victoria Dzyba HR Director

<b>Page: General Information</b>
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
<b>Name of Organization/Company</b> Helpware
<b>Additional Contacts</b> I do not wish to list additional contacts
<b>Page: Entry Information</b>
<b>Entry Title</b> Victoria Dzyba HR Director
<b>Category</b> C01 - C16 Individual > C10 - Human Resources Professional of the Year
<b>Individual Submission Format</b> Written Answers
<b>a. Briefly describe the nominated individual: history and past performance (up to 200 words). Required</b> Viktoria Dzyba has a solid professional background with over 12 years of experience in HR and Business Analytics. She has worked in various industries, including IT, banking, and telecom, gaining valuable insights and expertise in different organizational contexts.  As the HR Director for EMEA at Helpware since 2021, Viktoria not only effectively manages a team of 9 team members but also demonstrates a remarkable ability to navigate complex situations.  Viktoria's impact on cultivating a people-focused culture stems from her unwavering commitment to core values such as trust, transparency, responsibility, and ownership. These tenets underpin her professional conduct, shaping her interactions and decisions. By creating an environment of openness and support, she actively promotes the significance of trust and empathy within the workplace.  Guided by four central pillars: Analytics, Humanity, Innovation, and Inspiration, Viktoria employs a data-driven approach to decision-making, fosters empathetic interactions, seeks continuous improvement, and motivates her team toward collective success.
<b>b. Outline the nominee's achievements since the beginning of 2021 that you wish to bring to the judges' attention (up to 250 words). Required</b> In 2021, Viktoria enhanced Helpware's HR system by switching from Rippling to BambooHR, leading to improved headcount control and streamlined HR procedures.  Viktoria analyzed and changed Helpware's benefits package to better meet employee needs. She transformed the preexisting various bonuses into a coherent bonus system that reflected the company's core values like innovation and continuous learning.  When the war in Ukraine started, Viktoria established emergency communication channels, evacuation protocols, and psychological support, limiting turnover to 3.4% in the war's early months. Her team also launched crisis-support benefits like one-off payments, relocation assistance, and backup electricity reimbursements.  In the years 2022 and 2023, Helpware underwent a period of swift expansion, establishing new offices in Poland, Albania, Georgia, and Uganda. A critical player in this growth was Viktoria, who not only developed a comprehensive checklist-based approach, ensuring a smooth operational setup for each location launch but also designed a consistent HR management system. This uniform HR model served as a robust framework, facilitating coherence and uniformity across all locations. After the 2022 Cience takeover, Helpware's staff count rose from 1673 to 2256. Viktoria built the process that helped to successfully onboard 700 new team members, managing contracts, personal data, benefits, and maintaining the HRM system and payroll stability. She established management-team communication and enforced mood-tracking, controlling voluntary attrition at 4% and keeping a consistent eNPS through transparency and cultural adaptation.  Thanks to Viktoria's efforts, Helpware has received numerous accolades as "The Best Place to Work" in both 2021 and 2022.

**c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the nominee's past performance (up to 250 words). Required**

The successful transition of Helpware's HR system from Rippling to BambooHR showcases Viktoria's ability to adapt and implement new technologies and demonstrates her agility and forward-thinking approach to optimize operations within the company.

Viktoria's diligent analysis and revision of Helpware's benefits package prove her commitment to employee satisfaction and well-being.

During the war in Ukraine, Viktoria's role in establishing emergency response protocols and providing psychological assistance highlights her ability to navigate and mitigate challenges effectively, while also prioritizing the emotional and psychological needs of the workforce.

Viktoria's contribution to Helpware's expansion into new locations is also noteworthy. Her development of a checklist-driven process and involvement in the smooth launch of subsequent locations exemplify her organizational skills and ability to manage complex projects. This sets Helpware apart from other players in the industry by showcasing a well-structured and efficient approach to expansion.

Finally, Viktoria's successful management of the takeover of Cience and integration of 700 new team members highlights her expertise in handling complex transitions and her commitment to maintaining a positive work environment.

The low voluntary attrition rate of just 4% demonstrates her ability to effectively manage change and create a culture that retains talent.

**d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

The supporting materials attached to this nomination serve as tangible evidence to validate our claims.

The positive feedback on BambooHR from employees sheds light on the conducive working environment created under Viktoria's leadership.

The high rating on Glassdoor, when compared to other BPO companies, further attests to Helpware's exceptional workplace culture.

Employee reviews on Glassdoor and Comparably provide firsthand accounts of our strong organizational culture and effective management practices.

Our recognition through awards for being the best company to work for confirms our efforts in employee engagement and satisfaction.

The support programs initiated during the war in Ukraine demonstrate Viktoria's proactive leadership in crisis situations. The low employee turnover in our Ukrainian location, despite the challenging circumstances, speaks volumes about our commitment to employee welfare and stability.

The map of Helpware's expansion exhibits our phenomenal growth trajectory and Viktoria's contribution to it.

The graph depicting the rise in headcount underscores Viktoria's exceptional capability in managing the simultaneous onboarding of a large number of new employees while maintaining HR system's integrity.

The roadmap of the Cience takeover process showcases the detailed processes of team integration and validates Viktoria's efficient and seamless transition management.

The document comparing global and EMEA eNSPs before and after Helpware's acquisition of Cience demonstrates that the integration of a big number of new employees had little impact on employee satisfaction.

We have attached the document comparing voluntary attrition rates before and after the Cience takeover. The results indicate minimal variation, with attrition remaining consistently low.

**Webpage Link**

<https://www.glassdoor.com/Reviews/Helpware-Reviews-E2089241.htm> (<https://www.glassdoor.com/Reviews/Helpware-Reviews-E2089241.htm>)

**Would you like to add an additional webpage link?**

Yes

**Webpage Link 2**

<https://www.comparably.com/companies/helpware> (<https://www.comparably.com/companies/helpware>)

**Would you like to add an additional webpage link?**

No

**Supporting Document**

Download File (<https://stevies-sage.secure-platform.com/file/17930/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxNzkyMCwiYWxsb3dOb3RTaWduZWVcmwiOiJGYWxzZSIImInbM9y629XMY0in8uemNxpjSv2O0?Employee%20NPS%202022-%20Bamboo%20HR%20Employee%20Feedback.pdf>)

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 2**

Download File (<https://stevies-sage.secure-platform.com/file/17936/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxNzkyNiwiYWxsb3dOb3RTaWduZWVcmwiOiJGYWxzZSIImInbM9y629XMY0in8uemNxpjSv2O0?Glassdoor%20ratings%20comparison%20%281%29.pdf>)

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 3**

Download File (<https://stevies-sage.secure-platform.com/file/17938/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNzkzOCwiYWxsY3dOb3RtaWduZWRVcmwiOiJGYWxzZSI6ImInbm91VfRBDEO4?Support%20Programs%20during%20War%20since%20February%202022%20%282%29.pdf>)

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 4**

Download File (<https://stevies-sage.secure-platform.com/file/17937/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNzkzNywiYWxsY3dOb3RtaWduZWRVcmwiOiJGYWxzZSI6ImInbm91HR%20-%20Awards.pdf>)

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 5**

Download File ([https://stevies-sage.secure-platform.com/file/17939/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNzkzOSwiYWxsY3dOb3RtaWduZWRVcmwiOiJGYWxzZSI6ImInbm91D\\_uyBsijL3w?UA%20Turnover%20%28first%206%20months%20of%20war%29%20%281%29.png](https://stevies-sage.secure-platform.com/file/17939/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNzkzOSwiYWxsY3dOb3RtaWduZWRVcmwiOiJGYWxzZSI6ImInbm91D_uyBsijL3w?UA%20Turnover%20%28first%206%20months%20of%20war%29%20%281%29.png))

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 6**

Download File (<https://stevies-sage.secure-platform.com/file/17940/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNzkzMCwiYWxsY3dOb3RtaWduZWRVcmwiOiJGYWxzZSI6ImInbm91xrGIKCbztGESpbc?map%20%283%29.pdf>)

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 7**

Download File (<https://stevies-sage.secure-platform.com/file/17970/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNzkzOCwiYWxsY3dOb3RtaWduZWRVcmwiOiJGYWxzZSI6ImInbm91Total%20Employees%20-%20Bamboo%20HR%20%282021-2022%29%20-%20.png>)

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 8**

Download File (<https://stevies-sage.secure-platform.com/file/17972/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNzkzMCwiYWxsY3dOb3RtaWduZWRVcmwiOiJGYWxzZSI6ImInbm918ptCkKo2q2vcZVjvzjrc2zI-tHfbqA?CIENCE%20TRANSFER%20FLOW%20%282%29.pdf>)

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Yes

**Supporting Document 9**

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**Would you like to add an additional supporting document?**

Yes

**Supporting Document 10**

Download File (<https://stevies-sage.secure-platform.com/file/17974/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNzkzNCwiYWxsY3dOb3RtaWduZWRVcmwiOiJGYWxzZSI6ImInbm91Pph5jWbQFOAX8b89r7noRKGmJrXKo?Helpware%20ENPS%20-%20Cience%20Case.pdf>)

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