Resume

Grishma Shah

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**Objective:**

“A desire to stretch myself to realize important goals of life. To recognize in my knowledge and skills and to seek new experience to broaden my perspective and sharpen my abilities to anticipate and manage change”

**Name:** Grishma Shah

**Date of Birth:** 26th March, 1987

**Height:** 5`8``

**Marital Status:** Single

**Total Work Experience:** 10 Years

**Education:**

* Schooling from Sheth C.N. Vidhyalaya
* Bachelor of Commerce from R.J. Tibrewal Commerce College.
* Masters of Commerce from Gujarat University
* C.A. Foundation
* Six Sigma Green Belt Trained

**Languages known:** English, Gujarati & Hindi

**Curricular Activities:** English Speaking Course, Elementary & Intermediate exams in the field of         Drawing, State level Volley ball player.

**Industrial Visit:** C.E.R.C. and Frankfinn Institute

**Personal Interest:** To learn new things, Drawing, Travelling, Music, Outing, Shopping.

**Work Experience:**

**December 2006 to May 2008**

**I have worked as Dealer cum Relationship Manager with Vasanti Share Brokers Limited. One of the leading groups in NSE/BSE/MCX & DP.**

**Job Profile at VSBL:**

1. 1. Customer Care Service of retail and corporate client.
2. 2. Monitoring on day-to-day business activities and administrative work.
3. 3. Was taking care of day-to-day accounts – Debit/Credit, margin money for F&O Segments, Trade accounts.
4. 4. I have successfully completed DP exam and training from CDSL
5. 5. Resolving Client queries.
6. 6. Responsible to communicate and documenting day work report of 3 branches to the head office.

**June 2008 to April 2011**

**Worked with SNL Financial (India) Pvt. Ltd. as Financial Analyst**

USA based organization for Financial Research and Analysis which is now known as S&P Global Market. I have worked there from 2008 to 2011.

**Job profile at SNL Financial:**

1. Responsible for accurate, complete and timely collection of relevant data published in SNL product for the information tracked by the respective departments.
2. Maintaining Industry Leader Datasets which consists of industries like Broker/Dealer, Asset Manager, Mortgage Banks, Finance Companies and Investment Banking.
3. Monitoring websites related to covered industries.
4. Keeping up-to-date in knowledge of content sets. Building industry knowledge.
5. Provides input and ideas for new collection methods and product enhancements related to the covered content sets.
6. Reviews feedback involving their content to help correct errors and establish or refine procedure and processes to improve accuracy.
7. Troubleshoots problems or issues and provides meaningful feedback to co-workers.
8. Having communication channel globally in India, U.S.A., U.K. and Pakistan.

**April 2011 to January 2014**

**I have worked with *Vodafone India Services Pvt. Ltd*. (VISPL) as Customer Care Representative (UK Process)**

**Job Profile at VISPL:**

1. Email and Web-chat Customer Services for UK Subscribers.
2. Worked as Email Process Advisor for almost 2 years and since last 8 months dealing with Web-chat process
3. Promoted as SME (Subject Matter Expertise) where I had to look after a team. Primary responsibility consists of team performance and update cascade.
4. I had to take care of trainings for OJT Team. To keep track of performance and was responsible to graduate team members to clear OJT for BAU.
5. Keeping track of the daily and Month to date performance of the team. Need to coach team members on the areas of opportunities. Need to prepare action plan for team members in order to improve their performance. Motivate and appreciate them when they deliver the best performance.
6. Side by side Audits and feedback sessions with all team members (weekly/fortnightly/Monthly).
7. Taking escalations calls and chats when it is require.

**January 2014 till present**

**Working with AdvantMed, LLC as Process Audit Specialist with Process Excellence department. Joined this organization as MIS Executive.**

**Job Profile at AdvantMed, LLC:**

1. To maintain Excel Spreadsheets and software applications.
2. Interaction with multiple internal/external stakeholders on a daily /weekly / monthly basis
3. Required to generate, maintain, consolidate and track various reports.
4. Responsible for documentation which includes review and design of SOP/SIPOC/Process Flow/Guidelines and other standard documents.
5. To maintain master record of document and version control.
6. Preparing Audit Schedule and Audit Plan
7. Verifying and confirming process adherence through process audits
8. Timely close looping of non-conformities
9. Project Management: Primary responsibility of Project Co-ordination, Update Project Charter and WBS (Work Breakdown Structure).  I have been part of Standardization and ORP Project.

* **Standardization Project (India & US Locations):** Defining & implementing KPIs across the organization for various functions (like Operations, Quality, Human resource, Training) along with establishing and implementation of functional processes for all the functions.
* **ORP (Operational Readiness Plan):** This was a proactive approach to ensure all the required processes, communication channels, escalation matrix, standard documents are in place before the launch of the project.

1. Conducting KT sessions on new process and implementation of existing process.

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Yours Sincerely,

Grishma Shah