**SHIVANGI SHUKLA**

Contact No: +91 9898222792 E-mail: 21.shivangi@gmail.com

**EDUCATIONAL QUALIFICATION**

B.A Gujarat University, April-2008

Institute L.D. Arts College, Ahmedabad.

Key Subject English Literature

Grade Distinction

HSC Gujarat Secondary Education Board, March-2004

Institute St. Ann’s High School, Jamnagar.

Grade Distinction

SSC Gujarat Secondary Education Board, March-2002

Institute St. Ann’s High School, Jamnagar.

Grade Distinction

**ADDITIONAL QUALIFICATION**

* Degree in Advertising, Marketing and Sales Management from L.D Arts College. Ahmedabad.
* Diploma in Event Management and Development from National Academy of Event Management and Development. Ahmedabad.

**PROFESSIONAL SYNOPSIS**

A professional with nearly **9 years** of rich experience in Operations Management, Training and Development, Client Servicing and Recruitment.

**CORE COMPETENCIES**

**Process and Client Servicing**

**Employee Engagement**

**Training and Development**

**Human Resource Management**

**Content Development**

**WORK EXPERIENCE**

Recent Employment:-

**VODAFONE INDIA SERVICES PVT. LTD March ’11 to Nov ’17**

Job title:Assistant Manager – Training (Domestic Operations) Nov ’16 to Nov ’17

Senior Executive – Training (International Operations) Jul ’13 to Nov ‘16

Executive – Back Office (International Operations) Mar ’11 to Jul‘13

Job Profile:*Assistant Manager – Training (Domestic Operations) Nov ’16 to Nov ’17*

* People Management
* Cross skilling of team members
* Content Development and inputs
* Rostering and daily alignment of trainers
* Team Calibration sessions
* Monthly and Quarterly Team Reviews
* Handling team escalations
* Conducting Induction sessions for the team and training batches
* Trainer Audit Sessions
* Train the Trainer programs
* Product Technical training and reviews

Job Profile:*Senior Executive – Training (International Operations) Jul ’13 to Nov ‘16*

* Soft Skills training
* Technical Telecom Process Training
* Being an LPRS trainer, assisted HR and Operations to Recruit the idol resource as per the desired skill-set
* Refresher Trainings
* Mapping client’s knowledge base and ensuring simplified training delivery in line with the guidelines specified by the clients.
* Taking escalations at the time of live batch training for resolving critical issues with live examples
* Supported Operations by providing ideas for an improved NPS
* Ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels and future business generation.
* Manage & Publish SPOC roster for training activities
* Cross Skilled other trainers on multiple processes
* Involved in Engagement Program
* Actively involved in getting all the mandatory trainings completed for the site
* Internal calibration with all the trainers
* Supported HR and L&D team in Induction program
* Manage and circulate the EWS report for training advisor

Job Profile:*Executive – Back Office (International Operations) Mar ’11 to Jul‘13*

* Provisioning Customer’s Applications for One Net express services.
* Maintaining the AHT of the Workflows, Maintaining the given timelines.
* Maintaining the quality of the provisioned transactions.
* Supporting the team manager by tracking the UK team updates.
* Providing the process related floor support to the team.
* Maintaining the reports of all the 1 day SLA transactions performed by the entire team.
* Handled the**process training** of two recent batches that are appointed for One Net Express process.
* Process Documents creation and submission.
* Task alignment and tracking.

Previous Employment: -

**INTERACTIVE MANPOWER SOLUTIONS**

**MEDACS HEALTHCARE** **April ’08 to Oct ’10**

Job Title: Recruitment Consultant

Job Profile:

* Placements of Doctors in the National Health Service (N.H.S) of the United Kingdom.
* Providing hospitals with Locum doctors to fill their temporary vacancy.
* Providing job assistance to new doctors migrating to the U.K.
* Recruiting new doctors from the UK for locum work.
* Achieving monthly targets as set by the company for Placement Officers.

**FILLIP LINGUA** **July ’07 – Jan ‘08**

Job Title:Teaching Faculty& Business Development

Job Profile:

* Training students in Spoken English
* Training students for the IELTS.
* Have trained over 250 Students for IELTS with a success rate of 85% students achieving 6.5 Bands and above.
* Worked as a consultant to convert new admissions.

**RED EVENTS PVT. LTD.** **July ’06 – Dec ‘06**

Job Title: Event Executive

Job Profile:

* To get sponsorship from Corporate for an Event, handle production, planning an event.
* Successfully completed 7 Mega Events including Destination Wedding, Wedding exhibitions, Beauty pageants, etc
* Coordinated the Femina Miss India 2005, Mumbai
* Coordinated the Idea IIFA cup 2005, Mumbai

STRENGTHS

* Confident
* Good communication skills
* Good Team Player
* Positive attitude

COMPUTER SKILLS

Fluent with computing knowledge including MS Office and Browsing Internet

Co-curricular Activities

* Participated in various cultural programs in school and college.
* Won inter-school folk dance competition
* Volunteer with NGOs engaged in rescuing and treating neglected birds and animals.

PERSONAL INFORMATION

Date of Birth October 15, 1986

Nationality Indian

Languages English, Hindi, Gujarati

REFERENCE

To be provided on request.

SHIVANGI SHUKLA