**Taroona Sharma** [*taroonasharma@gmail.com*](mailto:taroonasharma@gmail.com) *⚫ 860-902-9602  
Linked In:* [*www.linkedin.com/in/taroona*](http://www.linkedin.com/in/taroona)

**Summary** (9+ years experience)  
Dedicated and technically skilled professional with expertise in project management, process enhancements and knowledge management. Passionate problem solver consistently resolving challenges with innovative solutions & process improvements thereby increasing efficiency. Comfortable while dealing with stakeholders, third-party vendors, clients, direct & in-direct reports in highly matrix environment

**Core Competencies**

* + - Strong project management skills – AGILE and Waterfall Methodologies
    - Process Optimization – LEAN Six Sigma
    - Knowledge Management – Intranet spaces, Document repositories, Newsletters, Trainings, and Communities of Practice etc.
    - Virtual Team Management – Coaching & Mentoring, Delegation, Collaboration and Problem Solving
    - Focuses on value-added activities and continuous improvement
    - Drives progress on numerous initiatives at the same time

**Key Skills**

|  |  |  |
| --- | --- | --- |
| Core Skills | Proficiency (Out of 5) | Last Used / Experience |
| Problem Solving and Decision Making | 5 | Routine Usage |
| Project Management | 5 | Routine Usage |
| Process Optimization | 4 | Routine Usage |
| Delegation | 4 | Routine Usage |
| Coaching and Mentoring | 5 | Routine Usage |
| Verbal & Written Communication | 4 | Routine Usage |
| Customer Focus and Relationship Management | 4 | Routine Usage |
| Technical Skills / Methodologies |  |  |
| Lean Six Sigma - DMAIC, PDCA, RACI | 4 | Currently / 3 years |
| Waterfall Project Management | 5 | Currently / 7 Years |
| COGNOS Reporting | 5 | Currently / 4 years |
| AGILE Project Management | 5 | 2014 / 4 years |
| SharePoint Administration | 4 | 2010 / 3 years |
| Drupal Administration | 4 | 2014 / 4 years |
| MS Office Suite | 4 | Currently / 9 years |

**Achievements**

* + - Cigna Cignificant Moment recognition for coaching & mentoring peers
    - Implemented Knowledge Processes at McKinsey Knowledge Center as a part of Global Financial Services practice
    - Global recognition as “People Developer” at Accenture

**Employment History**

|  |  |
| --- | --- |
| **CIGNA** | **April 2015 to Present** |

**Quality Control Specialist**

* Led the team that re-designed and leaned out the enrollment & roster data feed process ; resulting in average time savings of up to 90%.
* Launched, implemented and controlled the execution of project that led to documentation of all QC processes to allow repeatable end to end testing; and to support resource load management.
* Acted as the QC liaison with key stakeholders across organization, to create a process that reduced the time Cigna Guided Solution (CGS) spent on project meetings by pushing the cross-team review of client’s requirements upfront; resulting in time savings of up to 65%.
* Partnered with Cigna's Medical Underwriting team to enhance the medical underwriting testing process by defining and standardizing the scope of key deliverables.
* SME on the team that developed an on-demand analytical tool with ability to identify invalid data combinations before sharing with Cigna Guided Solutions (CGS) , thus pushing quality upfront.
* Conducted Value Stream Analysis to refine data load validation process and move the responsibilities of deliverables to appropriate work stream.
* Thought Partnered on developing automation tools to support existing testing processes by reducing time spent on repetitive tasks.
* Mentored and Coached associates on weaker competencies to support the QC training & development program.
* Responsible for testing the online enrollment platform to ensure its alignment with client requirements and appropriate system functioning.

|  |  |
| --- | --- |
| **McKinsey Knowledge Center** | **June 2010 to May 2014** |

**Global Knowledge Operations Coordinator**

* Partner with Senior Executives, Delivery Centre Leads, SMEs and Technical Experts to design, develop and manage proprietary knowledge solutions including but not limited to benchmark databases, practice websites, iPad applications and model bank/insurance operations exhibits.
* Responsible for creating, launching and maintaining various knowledge sharing solutions – Newsletters, CoPs, Case Studies, Procedures, Intranet spaces etc.
* Responsible for creation of knowledge management strategies to manage document repositories & practice intranet spaces by conducting routine audits and analysis to support continuous improvement of knowledge portfolio.
* Led the creation of Communities of Practice (CoP) to train teams on usage of various knowledge tools, document repositories and to support collaboration among groups to enhance knowledge sharing.
* Responsible for creating and maintaining the knowledge taxonomy to allow for quick and easier location of knowledge documents
* Responsible for project oversight and control of team that designed, developed and maintained the proprietary knowledge solutions (i.e. Web & iOS applications) generating a ROI of ~ $1,000,000 annually.
* Liaison between the business & technology teams to gather requirements, remove obstacles and provide sign-offs.
* Led a cross-functional team responsible for conducting client workshops, product demos and trainings to promote the offerings of financial services capability.
* Lead a cross-functional team focusing on planning & implementation of strategies to design and produce content that aligned with the organization’s goals of employee engagement activities.

|  |  |
| --- | --- |
| **Accenture Services, India** | **2007 to June 2010** |

**Knowledge Management Specialist,**March 2009 till June 2010

* Build skills of Analysts to support various knowledge management initiatives.
* Make/propose improvements to work products, services or processes.
* Alliance for the Accenture Research Group.
* Develop & manage the dissemination of monthly Training Postcard (4000+ viewer ship).
* Work with project teams / knowledge champions to develop Engagement Spotlights.
* Perform proactive scans of recommended external materials (i.e., Oracle websites and communications) to identify and codify external best practices related to assigned content areas.
* To assist in validating Siebel certifications at Accenture. Interacting with Oracle Corp, maintaining a count of candidates attaining certifications, resolving queries related to Siebel trainings and certifications. Help in maintaining the Siebel certifications drop box.
* Assist in the development, monitoring and communication of the impact of assets and curricula related to training assets.
* Ensure proper capture and deployment of client experience documents, credentials and case studies to the Knowledge Exchange.
* Collect Synthesize, Package and Deploy Knowledge Capital that supports content / practice areas, and post materials to the relevant repositories and topic pages. Develop/maintain a deep understanding of the product subject area capabilities including functionality and terminology.
* Regularly monitor internal communication vehicles, which enable easy access to knowledge capital by our global practitioners (topic pages, newsletters, toolkits, etc.) for inclusion on relevant pull channels.
* Monitor and review non-solicited knowledge capital contributions to ensure appropriate codification, cataloging and linking.
* Work with Senior Executives, Delivery Centre Leads, Senior Manager etc. for gathering of relevant benchmarks and metrics, reconciliation to other tracking mechanisms, and engagement profile and proposal linking.

**Knowledge Management Senior Analyst,**March 2007 till March 2009

* Provide support to queries from the practice areas.
* Assist in maintaining the knowledge capital for practice areas.
* To conduct a regular content & keyword review for strengthening the search process.
* Support practice queries for assistance in locating knowledge capital.
* Distribute engagement tracking surveys & maintain internal spreadsheets.
* Conduct & Manage research for free training assets on internal & vendor portals.
* Design and Develop Topic and related content pages on the Knowledge Exchange to provide access to key knowledge content.
* Perform content management tasks based on capability development plan and strategy, priorities, and goals for the content areas as identified by content manager.
* Assist the Capability Development Lead in supporting the Expert Network / Accenture groups approach.
* Collect, Synthesize, Package and Deploy Knowledge Capital that supports content areas, and post materials to the relevant repositories and topic pages.
* Perform proactive knowledge harvesting for reusable capability and other relevant knowledge capital from existing engagements, expert repositories, promotion and training materials, etc.

###### Educational Qualification

* HBX CORe – HBX / Harvard Business School, 2016
* Post Graduate Diploma in Business Administration – Symbiosis, 2005
* BA (Hons) Psychology – Delhi University, 2003
* Professional Diploma in Information Technology (DNIIT) from NIIT, 2003