Address: C-5/25 Second Floor Ardee City

Sector 52, Gurgaon

Contact#: +91 9811952982

E-mail: [Deepalikhurana6@gmail.com](mailto:Deepalikhurana6@gmail.com)

**DEEPALI KHURANA**

Total years of experience: 11 **years**

Current organization: **G D Goenka University**

Current designation: **Deputy Manager**

Skills & Expertise

Excellent Computer Operating skills Quality Evaluation

People Management Handling Queries & Requests ‘

Well versed with MS Office and ERP system Facility Mangement

Professional Career till date

**G D Goenka University** (Deputy Manager) Aug’2014- Till Date

Assisting Dean (School of Medical & Allied Sciences) in all daily operations.

Maintaining and creating all kind of student data (Attendance, Registration, Internship, Marks analysis, Debarred list, Course curriculum, scholarship data, Fee Due etc.)

Handling Faculty and Staff records (Conducting interview, joining formalities, salary preparation, Grievance handling etc.)

Handling all Students Examination Data. Managing Dean Office which includes all students queries, supporting faculty for Routing Work, all office work, Inventory Management, File Maintance & Inter office communication.

Handling Student’s registration (after admission Document verification)

Managing & Organizing seminars Workshop and other school events.

Handling all Internal Email, inter department communication.

Multitask-er, excellent administrative skills, problem solving skills, team handling, Day to Day hr operations, Employee relations, handling recruitment and on boarding process for department making multiple reports on excel.

**Aon Hewitt** (permanent employee) May’2008- June’ 2014

**Team Member–Advanced**

Working in the capacity of**Team Member Advanced** with **Aon Hewitt**where Ihadprepared, sanitized and managed several critical & confidential Client request.

**Key role & responsibilities:**

* Mentoring and training the team average of 8 people on floor.
* Handling Client Mailbox for Employee events i.e. Exit, New hire, Salary updates, Terminations, Tuition Reimbursement, Employment Verification. Etc and updating those ongoing events in PeopleSoft.
* Ensuring timely completion of the mass data entry cases assigned that are related to various WFA processes and maintaining 100% TAT.
* Providing on call support to Client Team for any process updates and queries.
* SPOC for Fun team for all Fun Activities, Celebrations and Events for HRBPO Unit(including vendor management, arranging items etc)
* Ensuring that all on-going activities like Client requests and Queries are resolved accurately and updated in PeopleSoft within the turnaround time.
* Creating Team Scorecards on monthly basis.
* Create Ad Hoc Reports and Presentations for business discussions and senior management
* Quality Monitoring for all OCP Team members.
* Developed and maintained standard operating procedures (SOP), resulting in streamlined process documentation.
* Responsible for making sure that any gaps in performance or quality are quickly identified and addressed.
* Providing Training/Mentoring to the New Hires on the various WFA Processes.
* Implementing quality improvement measures like quality audits for continual improvement in the services, ensuring higher customer satisfaction matrices.

Achievements:

* Received Thank you Cards from Team members for Supporting extraordinary
* Received Extra Miller Award for June 2011

Education

* Bachelor of Arts from Delhi University in 2005
* April, 2000 – Jun 2001, 10+2 from, C.B.S.E.
* April, 1998 – Jun 1999, 10th from, C.B.S.E.
* Certificate in Computer Basics from SSI , New Delhi in 2003

Date:

Place: **(Deepali Khurana)**