

# Curriculum Vitae

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<b>Name</b>	<b>NIDHI MANOCHA</b>
<b>Education</b>	Graduate
<b>Nationality</b>	Indian
<b>Date of Birth</b>	1974 August 25th
<b>Gender</b>	Female
<b>Address</b>	Flat # 10, Building 03, Block 12, Lane 01, Salmiya, Kuwait.
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<b>Status</b>	married
<b>Civil ID</b>	274082504277
<b>Passport #</b>	J6974770

## Work Experience

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15th Mar 2013      **Head of Operations (North Zone)**  
-2nd Nov 2018    **M/s Footprints Collateral Services Pvt. Ltd., Gurugram, Haryana, India.**  
(Verify CV credentials of candidates on behalf of the national/multinationals)

### Responsibilities

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- Handling business operations, planning, developing procedures, organizing, directing.
- Managing and evaluating the personnel and processes of an organization's supply chain.
- Maintaining relationship with clients & vendors/partners to achieve service level and service norms by resolving their service and commercial related critical issues and by providing full support level.
- Managing a team of 200+ employees across various locations in north India, supporting the background verification operations for all the IT/ITES giants in India and abroad.
- Responsible for end to end service delivery, incoming revenue and targeting new businesses.
- Managed to open new branches in north India under Footprints Group.
- Improve the operational systems, processes and policies in support of organizations mission specifically, support better management reporting, information flow and management, business process and organizational planning.
- Manage and increase the effectiveness and efficiency of Support Services (HR and Finance), through improvements to each function as well as coordination and communication between support and business functions.
- Play a significant role in long-term planning, including an initiative geared toward operational excellence.
- Oversees overall planning, systems and controls.
- Management of agency budget in coordination with Director.
- Development of individual program.
- Invoicing to funding sources, including calculation of completed units of service.
- Disbursement of checks for expenses.
- Organization of fiscal documents.

25th May 2011  
– 30th Sep 2012

**General Manager (Operations)**

**M/s Parasnath Detectives Pvt. Ltd., Gurugram, Haryana, India.**

(Provides all kind of investigations on behalf of the national/multinationals and personal)

**Responsibilities**

- Improve the operational systems, processes and policies in support of organizations mission -- specifically, support better management reporting, information flow and management, business process and organizational planning.
- Manage and increase the effectiveness and efficiency of Support Services (HR and Finance), through improvements to each function as well as coordination and communication between support and business functions.
- Play a significant role in long-term planning, including an initiative geared toward operational excellence.
- Oversees overall planning, systems and controls.
- Management of agency budget in coordination with the Executive Director.
- Development of individual program.
- Invoicing to funding sources, including calculation of completed units of service.
- Disbursement of checks for expenses.
- Organization of fiscal documents.
- Regular meetings with Executive Director.
- Motivating other members of the team
- Project management
- Setting objectives.
- Supervise other managers and staff
- Coordinate business operations
- Develop business strategies
- Work directly with clients
- Over-see a budget
- Set goals for an entire department or division based on the company's plans
- Hiring and firing staff
- Make presentations to top executive staff
- Develop new business opportunities
- Write reports on business operations for the executive staff

**Organizational Effectiveness**

- Manage functions.
- Increase the effectiveness and efficiency of Support Services through improvements to each function as well as coordination and communication between functions.
- Drive initiatives in the management team and organizationally that contribute to long-term operational excellence.
- Providing consulting services on matters related to business structure and growth.
- Contribute to short and long-term organizational planning and strategy as a member of the management team

09th Oct 2008 –  
30th April 2009

**Chief Operating Officer**

**M/s iESM Consulting Pvt. Ltd, Chennai, Tamil Nadu, India.**

(Verify CV credentials of candidates on behalf of the national/multinationals)

**Responsibilities**

**Organizations Management**

- Manage operations of the company in ways consistent with strategic goals and performance targets.
- Monitor operational progress against performance targets and organize counter-measures when required.
- Manage infrastructure required to support operating units.
- Manage resources (including people and capital) across lines of business.
- Resolve critical shared-resources issues.

Resolve issues of conflict between business units and staff functions.

**Functional Management**

- Manage the attraction, retention, and development of a high-performance workforce.
- Manage public relations.

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### **Process Management**

- Ensure that core business processes are in place and working effectively.
- Ensure effective management processes are in place at all levels.
- Ensure that quality tools and methods are used in managing the business.

### **People Management**

- Lead senior team and ensure the right leadership team is in place.
- Develop top leadership through selection, coaching, and reinforcement.
- Ensure replacement personnel are suitably trained and developed.

### **Information Management**

- Transmit top-level decisions throughout organization.

05th June 2007

### **Senior Resident Manager**

–15th April 2008

**M/s Footprints Collateral Services Pvt. Ltd., Gurugram, Haryana, India.**

(Verify CV credentials of candidates on behalf of the national/multinationals)

### **Responsibilities**

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- Reporting to the CEO directly.
- Ensure the smooth functioning of the Gurgaon and be accountable for all matters relating to company business.

### **Achievements**

- Set up the Gurgaon branch - from finalising the office on rent, interior designing and liaising with government departments to ensure smooth functioning of the branch.
- Advertised and recruited deserving and hard-working personnel's and trained them according to their skills.
- Promoted to Resident Manager from the post of Client Manager.
- Have always achieved TAT (Turn-around Time).
- Developed business relations with schools, colleges, universities, police stations, courts & lawyers etc. to verify the credentials of CV's.
- On my performance I was authorized to sign all documents and represent the company in North India.
- Created new national/multinationals clients.
- Travelled out of station on company business from time to time.

01st April 2006

### **Resident Manager**

–01 June 2007

**M/s Verifacts Services Pvt. Ltd, Gurugram, Haryana, India.**

(Verify CV credentials of candidates on behalf of the national/multinationals)

### **Responsibilities**

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- Reporting to the CEO directly.
- Ensure the smooth functioning of the Gurgaon and be accountable for all matters relating to company business.

### **Achievements**

- Set up the Gurgaon branch - from finalising the office on rent, interior designing and liaising with government departments to ensure smooth functioning of the branch.
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- Created new national/multinationals clients.
- Travelled out of station on company business from time to time.

03rd Nov 2004  
–05th Mar 2006

**Front Office cum HR Executive**  
**M/s Electrobug Technologies Ltd, Gurugram, Haryana, India.**  
(UK based company dealing in line pricing intelligence.)

## Responsibilities

- Working on EPABX, fax and Photostat machine.
- Working on MS Word and Excel.
- Record incoming calls and messages.
- Dispatch letters and couriers.
- Reporting to the country manager.
- Front office maintenance.
- Welcoming the customers and clients.
- Short-listing, interviewing and appointing candidates.

## Computer Knowledge

- Swift India Computer Course from NIIT, New Delhi.  
(Proficient with Page Maker, Coral Draw, Word, Word Perfect, Excel, and Power Point.)

## Language

Language	Understanding		Speaking		Writing
	Listening	Reading	Spoken interaction	Spoken production	
English	*****	*****	*****	*****	*****
Hindi	*****	*****	*****	*****	*****

## Nature

I possess a very affable nature, presentable personality, polite and have a deep sense of commitment, care and dedication.

(Nidhi Manocha)

Place: Kuwait