Sapna Joshi

LMS Senior Consultant

#52, Reliable Tranquil Layout
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EXPERIENCE

Syneos Health Pvt Ltd, Gurgaon

April 2016 – PRESENT

Senior Consultant
(Successfactors, ServiceNow)

- Managing, hiring, and training Resources.
- Delegating work among the team and checking the same is completed within the turn- around time.
- Weekly call with the stakeholders to provide feedback for improvement for internal process and user experience and feedback related to the project.
- Ensuring task is Qced before sending to client to avoid any error
- Supporting team with daily deliverables.

LMS Consultant/Sr. Associate

Successfactors Employee Central

Completed training and obtained Certification in the month of April 2023

- Worked on Foundational Objects & Metadata Framework (MDF) configurations.
- Configured Workflows for different events like new hire/job change etc.
- Worked on Position Management in Employee central.
- Worked on Role Based permissions (RBP)
- Good Knowledge of Configuring Employee files and customizing Employee Central Portlets.
- Good knowledge of provisioning systems.
- Worked on Picklist management to upload picklist

Successfactors Learning

- Setting up/ Revising courses/Items/curricula/exams/quiz/ Scheduled offerings in SuccessFactors.
- Processing user support requests (queries raised by users).
- Daily Staff Changes request (Newcomers, Leavers, and internal movement), assigning/ unassigning trainings.
- SOP Roll outs done as per requirements.
- Activation and deactivation of courses.
- Resolving tickets raised by users using HPSM/SERVICE NOW

SKILLS

Leadership & Team Management

Stakeholder management

Coaching and Quality Management

SuccessFactors

Employee Central

SABA

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CERTIFICATIONS

SAP Successfactors Employee central Global Certificate 2023

https://www.credly.com/badges/8 4eb96a6-46c4-49c5-976f-89f5f7 4027be/public_url

LINKEDIN PROFILE

https://www.linkedin.com/in/sapn a-joshi-7715783b/

LANGUAGES

Hindi, English

- Creating SOPs and Items as per the users and Clients.
- Managing standard and customized reports

Liqvid E-Learning Pvt Ltd, Noida— *Training Coordinator*

July 2011 – October 2015

(SABA, LCMS & Business Intelligence Tool)

- Played Key role in identifying process to create a database for submitting requests in SharePoint.
- Scheduling Training class- which includes booking venue, coordinating with the instructors, and ordering the training • material.
- Post training delivery activity involved working on SABA for learner results, sharing the activity and analysis reports with the • LPMs.
- Publishing WBT Contents SCORM and NON-SCORM in LCMS (learning content management system) and repository assistance for their content.
- Worked extensively and comfortably on Microsoft excel Outlook and other HP internal software (LCMS, SABA (LMS), SABA Cloud, BI Tool, Self Service Tool etc).
- Creating the Training modules for Client: • Courses like VC (virtual class), ILT (Instructor Led Training), WBT (Web-based Training) offerings (ILT, VC) and transcripts.
- Attending and providing inputs to the weekly meetings with the Client
- Roster Creation/ Management: Creating rosters in LMS for the sessions and events and send to the instructor and training • contact before the start date of the event and session. Credit the learners for the classes attended.

EDUCATION

Eastern Institute for Integrated Learning in Management
Delhi— *BCA*

Jan 2009 – Dec 2011

Noida Public School, Noida— *10th & 12th*

Aril 2005 – March 2007