



## **Neha Sharma**

**Senior Operations Manager - Customer experience and HR**

**nehar97@gmail.com**

**+91 - (900) 448-0903**

---

### **Summary**

- +10 years of experience in IT, customer support, operations, HR and executive services,
- Experienced professional with abundant experience and expertise striving each day to learn and make myself better.
- Looking for a long term association with an organization with abundant growth and stable opportunities.
- Wish to offer my services and outperform and over achieve and give my best in whatever I do.

---

### **Career Objective**

To get a career opportunity to be associated with a progressive organization which would help me to utilize my operational, support and management skills along with my academic background to gain experience, learning and enables me to make positive contribution to the organization for a long term association.

---

### **Work Experiences**

*Aug 2020 - Mar 2023*

#### **Senior Operations Manager - Customer experience and HR at Whitehat Junior**

- Headed operations team for customer experience, operations team management, customer support and end to end resolution with TAT.
- Supervised and handled team on calls, emails, chats, tickets. handles all the mediums.
- Handled clients for UK, USA, India, Phillipines, Nigeria, Australia, Dubai and many more international markets, Team performance review, keeping a check on the day to day team performance and operations.
- Recruiting new candidates, screening and interviewing, training the new joiners and helping them in process learning and issues.
- Everyday reports pulling, reports review, reports preparations and discussions.
- Target reviews with team, setting goals for the team, timely reviews and task completion.
- Assisted a DIT (Director in training) in the process and assisted for day to day activities, conducted seminars, trainings, presentations for

- users, customers, clients, stake holders and managers.
- Handled a team of 40 people in all possible shifts.

*Nov 2019 - Mar 2020*

### **Business Analyst - operations at Qtech Software Pvt Ltd**

- Requirement gathering, client interaction, creating FRD's , BRD's ,
- Business documents and presentations, co-ordination between client, In house developers and testers team , managers, accounts, end to end
- Implementation, training and development, supporting UAT and LIVE testing and development, launch and post launch support and new developments
- Conducted interviews with key business users to collect information on business processes and user requirements.
- Reviewed files, records and other documents to obtain business information and key data informing responses to development requests.
- Assigned tasks to associates, staffed projects and updated all involved parties to enhance optimal business flow.
- Documented business processes and analyzed procedures to align with changing business needs.
- Worked closely with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance, team handling consisting of software developers, testers, analysts.
- Team handling, team performance review, team meetings, daily scrum meetings, team performance review and guiding the team through the deployment and beyond.
- Handled a team of about 25 people, interviewed new team members for joining the team and conducting training for the them.
- Handed team review to HR and helped in performance review management.

*Feb 2014 - Nov 2019*

### **Senior IT professional - Operations and HR at Supreme Industries Pvt Ltd**

- Software Management and support for applications like Spend Management (online voucher processing), sales mantra - CRM, ERP, Zendesk, mail management, SMS management, SAP - HR and payroll module, security module.
- Handled a team of developers and testers, sales person, a team strength of 30 people.
- Daily review of team performance, scrum meetings and daily progress tracking
- Deployment and end to end implementation of applications.
- Testing of applications on different servers.
- Conducting meetings with client, sharing weekly/timely progress,

- presentations. getting the requirement from the users.
- Checking feasibility with their house team, team discussions, brain storming, wireframes preparations, presentations, projects reports.
- Assisting the customers on chats, calls, emails, tickets, providing end to end support with timely resolution within TAT.
- Followup with vendors and customers for various deals and matters
- Representing the organisation on world platform and attending conferences and seminars
- Team performance review, meeting with managers, settings KRA's, conducting reviews and helping in team building.
- Online and in person training to users and day to day support.
- 
- Assisted a CIO and CEO - calendar management, travel management, email management, microsoft office suite, excel, word, powerpoint.
- Handling the inbox., representing the position assisted at various events and platforms.
- Scheduling meetings and making all travel arrangements, reviewing the same and ensuring smooth conduction of events, meetings.
- Travelling with the authority assisted and constant building up and following up for them.
- 
- 
- SAP payroll, HR, security - Roles assignment after proper approval, employee induction, separation, FNF, payroll and other HR duties in SAP.
- End to end payroll conduction for over 1000 employees.
- Error rectification and HR management, roles creation, deletion, employee creation and update.
- Functional HR consultant and payroll processing consultant.
- End to end implementation of SAP, post production support to the users.

*May 2013 - Jan 2014*

**Program Manager - HR and Client operations at Imarticus Learning Pvt Ltd**

- CRM BASED DATA MANAGEMENT, Screening candidates, checking for

their

profiles, conducting interviews telephonic and F2F, written test, GD's, shortlisting students/candidates, Organizing Recruitment drives for companies like JP Morgan, Barclays, TCS, Cap Gemini and many more..

- Improved success of program by making proactive adjustments to operations
- Interacted with customers and clients to identify business needs and requirements.
- Coached team members on productivity strategies, policy updates and performance improvement plans to accomplish challenging goals.
- Planned and executed meetings to connect organizational representatives, community members and clients
- Interviewed and hired talented freshers with expertise in IT, Finance and Sales

Roles to increase productive strengths within already gifted department

*May 2012 - May 2013*

### **Design Intern at Transtech Turkey Pvt Ltd**

- Selecting appropriate circuit designs, preparing layouts, making PCB's and also involved in the marketing and advertising of the same.
- Kept project on schedule and within budget while serving as project leader.
- Created new and innovative approaches to problems and discussed strategies with project managers.
- Coordinated with segment leaders to promote architectural goals and design concepts.
- Devised overall strategy for documentation and identified design sets planned for each stage of work including as-built designs and final building information models.
- Attended all team meetings to resolve technical and project issues, coordinate with team members and review project schedules.
- Recommended minor adaptations and modifications to complete working drawing sets.

---

## **Projects**

### **SAP implementation | <https://www.sap.com/india/index.html>**

Two implementations of SAP., universal platform for all the modules, finance, HR, payroll, inventory etc..

Project lead and then functional consultant for HR and payroll modules

## **Online spend Management. | [https://BAZ\\_Login.aspx#noback](https://BAZ_Login.aspx#noback)**

Online voucher management, punching vouchers online, approval and payment, reports, everything online do that no paperwork is needed and can be done virtually from anywhere.

Headed the project, end to end implementation, deployment, post production supp

## **Sales Mantra - CRM | <http://www.salesmantra.com/>**

Online sales data integrated in one place for easy access and customising reports for daily operations, sales tracking, vendor/client management, sales target settings and achievement tracking.

Headed the project as one point of contact for customising the software for the organisation, lead the team in end to end implementation and post implemtation support, training and development

### **Skills**

SAP	Client Base Retention	Customer Service
Training and Development	Product Support	Client Support
Ticketing and issue resolution	Product deployment and launch	Client interaction
HR executive services	Executive support	Team handling
Team performance review	Team building and management	Operations support
Admin Support	Automation support	Sales and Marketing

### **Educations**

College/school	University/Board	Degree/Standard	Passing Date	Percentage/Pointer
St. Xavier's High School	MSBSHSE	Secondary	2006	83.86
Thakur Polytechnic	Maharashtra state board of technical education	Diploma	2009	82.42
Thakur college of engineering and technology	MU	B.E.	2012	62.12
Wellingkar School of Management	MU	Post graduation Diploma in Management	2016	A

### **Professional Certificates**

JAVA, C++, SAP payroll and HR, security, CRM, Zendesk, Salesforce, JIRA,

### **Personal**

Date Of Birth	02-08-1990
Nationality	India

## Information

<b>Father's Name</b>	Ravindranath Sharma
<b>Marital Status</b>	Married
<b>Gender</b>	Female
<b>Languages Known</b>	Hindi,English,Marathi
<b>Hobbies</b>	Music,Creative writing,Reading,Travel
<b>Strengths</b>	Public Communication,Self Controlled,Team Player,Excellent Presenter,Leadership Experience,Creative,Flexible,Effective Listener
<b>Address</b>	302, Kashmiri heights, Building No 2, Majaswadi, Jogeswari east, Mumbai, Maharashtra, India

I hereby declare that all above information is in correct with fact or truth up to my knowledge and I bear the responsibilities for the correctness of the above mentioned particulars.

Date : 30/05/2023

Neha Sharma