

# Shiva Sharma

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## Career Objective:

To acquire professional edge through hard work and continuous learning. Seeking an interactive and challenging environment where I can apply my strengths, interpersonal skills and an opportunity for personal growth and professional advancement in the field of Operation and Service.

**Core Skills:** - Project Management, Stakeholder Communication, Team Management, Data Analysis, Lean Six Sigma (Green Belt- Tested and certified), Visio Mapping, Process Improvement, Research (Primary and Secondary)

**About Me:** With over five years of dedicated experience in Government Process Reengineering and Process Improvement projects, I have had the privilege of specializing in the social domain, particularly within the realms of education and legal processes. My journey has been characterized by a relentless pursuit of efficiency and effectiveness in these critical sectors. Through strategic analysis, innovative solutions, and a deep commitment to enhancing the lives of individuals through improved government processes, I have been able to make a tangible impact.

## Work Experience:

Total Experience- 10 Years

### August 2020 to Present: Senior Program Lead in Centre of excellence (CoE) at Piramal Foundation

#### Job Responsibility:

- Work with Internal and External stakeholders to get the product Designed, developed, tested and adopted. These Stakeholders will be the Designers, Developers, Project managers, Partners
- Lead multiple tracks in a large-scale project independently responsible overall project planning and set program priorities
- Conduct regular status meetings with all stakeholders (Government and Vendors), keeping the stakeholder's needs and requirements
- Develop operational strategy of SEWA (Systemic Education Workflow Automation) for 4 States
- Provide full time mentoring and handholding to the assigned projects to Fellows located in different States
- Responsible for project deliverables with measurable outcome including stakeholders' engagements
- Conduct rigorous secondary and primary research and analysis to arrive at the insights needed to solve the problem
- Application of Six Sigma tools to re-engineer the State process and apply 4D Methodology in projects
- Documentation: High quality concept notes, Detailed report with proposed solution including Wireframes and BRD. Proposals, SCOPE Documents.
- Define the problem (create project charter, stakeholder maps, stakeholder analysis, COPIS)
- Plan, train team on Lean Six Sigma methodology, conduct deeper diagnostics in the state (create questionnaire, conduct interviews, create, and collect data from surveys, analyse and synthesize information, create process maps on MS Visio, gap analysis and gap categorization)

#### Re-engineering Projects:

Analysed & Evaluated State budgets, Stakeholders' roles, and policies and As-Is stage for re-engineering for the State Dept. of Education, Madhya Pradesh.

- **Finance Management for Schools:** - Standardization and rationalization of Finance Form across state and setting up Chart of Account and reconciliation cycle for school.
- **Leave Management for HMs and Headmasters:** - Streamlining the end-to-end Teacher/HM Leave Process through technology
- **Deployment of Data Management for Schools:** - Streamlining and standardization of Data management system for schools

## **January 2018 to July 2020: Program Leader in State Transformation Program as a part of GCPT (Genpact Centre for Process Transformation) core Team**

Genpact Centre for Process Transformation is an initiative born out of Genpact and Piramal Foundation for Education Leadership's (PFEL) partnership, under CSR Mandate which aimed at bringing systemic ("holistic") changes in Government education system through process transformation projects.

- Apply 4D Methodology in projects and proposed suitable solution either online or offline
- Conduct rigorous secondary and primary research and analysis to arrive at the insights needed to solve the problem
- Application of Six Sigma tools to re-engineer the State process
- Documentation: High quality concept notes, Detailed report with proposed solution including Wireframes and BRD. Proposals, SCOPE Documents.
- Define the problem (create project charter, stakeholder maps, stakeholder analysis, COPIS)
- Conduct deeper diagnostics in the state (create questionnaire, conduct interviews, create and collect data from surveys, analyse and synthesize information, create process maps on MS Visio, gap analysis and gap categorization)

### **Re-engineering Projects completed with State Education Department in different States:**

- **Jharkhand:** Streamlining the end-to-end **Litigation Process of Education Department** and provide a feasible solution after applying 4D methodology.
- **Gujarat:** Co-create Designing the end-to-end **School Monitoring Management System**
- **Rajasthan:** Completed Diagnostic to improve **Teacher Training Process**: Identify gaps and root causes of the process.

## **August 2011 to January 2017: Program Officer in Association for advocacy and Legal Initiatives (AALI)**

### **Job Responsibility:**

- Conducting and facilitating trainings and workshops,
- Project planning and budgeting
- Conducting research on the status of implementation of social legislations
- Identify legal advocacy issues in consultation with case work team and other experts.
- Representing the organisation at various networking and advocacy meetings and platforms.
- Maintain a data base of Partner organization, lawyers, and legal experts
- Undertook projects as and when assigned. Responsible to coordinate the project implementation, monitoring and review of the project work including project budget.
- Plan, implement, monitor, and review the advocacy work in the organisation with the support of Program Co-ordinator.
- Support case work team in cases, as identified by the organization, as and when required.
- Conduct fact finding with team members as and when requires.
- Mentoring of community initiative Program in Azamgarh District
- Track progress and review project tasks to make certain deadlines are met appropriately.
- Conduct regular status meetings with all stakeholders, keeping the stakeholder's needs and requirements continuously in view.

### **Research (Conducted and Assisted)**

- 1- Safe Spaces for women: One of the core team and team of field researchers in a study on research on Forced Marriage. The research will study two main challenges encountered while providing support to women in cases of forced marriages
  - a) The Lack of safe spaces for women who resist/challenge forced marriages
  - b) Women are compelled to opt for religious marriage ceremonies due to the cumbersome applicability of civil law on marriage
- 2- Inheritance rights of Muslim Women: Assisted in research on Inheritance rights of Muslim Women in Azamgarh District of Uttar Pradesh.
- 3- "Protection of Women from Domestic Violence Act 2005"
  - a) Lead research in 31 Districts of U.P to know the implementation status of the Act
  - b) Lead user perspective research conducted by AMAN Network; AMAN is an International Network to End Domestic Violence.
- 4- Part of core team and project in-charge in research on Mapping user's experience of Litigating under the "Protection of Women from Domestic Violence Act 2005" conducted by International Centre for Research on Women (ICRW).

## **Educational Background**

| Course   | Board/University    | Year |
|--|---------------------|------|
| Professional Business Analyst Master Certification | IBM (Simplilearn)   | 2023 |
| BA.LLB   | APS, University, MP | 2018 |
| MSW  | IGNOU               | 2012 |
| Post-Graduate (Economics)                          | Kanpur University   | 2010 |
| Graduate (B.A)                                     | Kanpur University   | 2008 |
| Intermediate                                       | U.P Board           | 2005 |
| High School  | U.P Board           | 2003 |

## **Trainings and Internship**

- Two phases training on Six Sigma tools and methodology conducted by Genpact.
- 5 days training on “Economical Cultural and Social Rights”.
- 3 days’ workshop on “Muslim Women Fundamentalism and Law” in Mumbai.
- 7 Days training on “Gender and Sexuality” organized by CREA in Delhi.
- Facilitated two phase legal capacity building training for Civil Society Organizations.
- 45 Days of Block Field Work during MSW IIInd year in EHSAAS (NGO for street children).
- 25 Days of Block Field Work During MSW Ist year in Suraksha (NGO working on women’s issues)

## **Technical and skill**

- Green Belt (Trained and Tested)
- Data analytics
- Wireframing
- Process Mapping
- BRD Document
- One-year Diploma in Computer Application (MDCA)
- Hindi, English Typing on computer.
- Google Data Studio, Tableau
- Visio, draw.io, Miro tool etc

Date:

SHIVA SHARMA