Manisha Gusain

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Bhagwati garden, Dwarka mor

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Email : manishagusain50@gmail.com

PERSONAL INFORMATION

Date of Birth: 29.06.1995

Gender : Female

Marital status: Unmarried

Nationality: Indian

Languages: English, Hindi.

Father's Name: Mr. Ganesh Gusain

Mother's Name: Mrs Godambari Devi

  Passport No. – W9881051

HOBBIES

Sketching, Travelling

STRENGTH

Hardworking, Positive attitude towards life, Fast decision making, Helpful, Responsible.

Career Objective

To associate myself with an organization that provides a challenging environment with an opportunity to prove my innovative skills and attentive work.

EDUCATION

Class/Course	Board / University	Year
BA	Delhi University	2018
Senior Secondary	C.B.S.E.	2012
Higher Secondary	C.B.S.E.	2010

Work Experience

• Company Name: NIIT Limited
• Experience: August 2019 To 23 May, 2022
• Project Name: Rio Tinto
• Designation: **SENIOR COORDINATOR (L and D department)**
• Company name : Accenture: (November 2022 To April,2023
• Learning & delivery Department

• **Role & Responsibilities:**
• Coordinating training programs like: scheduling of classes, including facilities allocation, training materials also Pre- and post-work communication and post-session evaluations.
• Sending vendor communications, including onsite instructor access,rosters, onsite support coordinator invites, room set up documents and execute all tasks/duties associated with assigned courses and programs.
• Manage incident Management, Problem Management and Meet SLAs for ongoing Training issues in Service Now.
• Handling service now(SNOW) escalations on training tickets
• Manage and verify client Training assessment data as per the business requirement.
• SAP Event management for the client Training.
• Data processing of completion training using SAP Tool with different type of SAP transactions.
• CSOD (Corner stone on demand)
Uploading and deactivate the course in LMS.
Generating deep link for the courses in CSOD
Creating Static Web Based course in LMS which links to learning platform.
• Client tools: LMS, RTTMS, People Search, My Prospect, SAP and Service Now ,CSOD and Authoring Environment.

Technical Skills

• Tools : SAP, Salesforce, Service Now, DST,Frontdoor,LMS,CSOD,Workday and Authoring Environment.

DECLARATION

I hereby declare that the above-mentioned information is correct & up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

SIGNATURE -
Manisha Gusain