

Targeting challenging assignments as a **Lead Auditor (IT)** with a growth-oriented organization of high reputation, **preferably Remote/Hybrid (Noida)**

#### CONTACT ME AT

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#### CERTIFICATIONS

- Certified in ISO27001:2022 Lead Auditor, IRCA (International Registration of Certified Auditors) in Feb'2023
- Completed course Practical Aspects of Information System Audit by Hemang Doshi
- Pursuing Cyber Security Certification by ISC2

#### CORE COMPETENCIES

- Management Information Systems
- Risk Analysis and Management
- Project Development and Life Cycle
- Report Generation
- Data Analysis
- Performance Evaluations
- Python, SQL and Excel

#### KNOWLEDGE PURVIEW

- Audit Planning
- Risk Assessment
- Compliance Evaluation
- Information Security Controls
- Security Policy and Procedures
- Vulnerability Management
- Data Protection
- Continuous Improvement
- Non-Conformity Identification
- Corrective Action Planning & Implementation
- Audit Reporting and Documentation

#### EDUCATION

- **2017: PGDM in Business Analysis** from Sri Venkateshwara University (SVU), Tirupati (Correspondence)
- **2007: B.Tech. in Electronics & Communication** from Saroj Institute of Technology & Management, Lucknow

#### SOFT SKILLS

- Analytical
- Numerical Competency
- Communicator
- Flexible
- Adaptable
- Proactive

#### PERSONAL DETAILS

- **Date of Birth:** 12<sup>th</sup> February 1987
- **Address:** Noida-201306, India
- **Languages Known:** English and Hindi

# Prashasti Sharma

## Deputy Manager-Operations

#### PROFILE SUMMARY

- An **ISO 27001:2022** certified audit professional, equipped with **up-to-date knowledge of information security management systems** and best practices
- A **result-oriented professional**, with **nearly 13 years** of experience in **Operations Management** and having in-depth understanding of conducting ISO audits
- Knowledge purview of **planning and conducting audits of Information Security Management Systems (ISMS)** in accordance with ISO 27001:2022
- Skilled in **evaluating the organization's compliance with ISO 27001:2022** and other relevant standards, and identifying any areas where improvement is needed
- Proficient in **producing accurate and comprehensive audit reports**, including findings, recommendations, and corrective actions
- Capability of **working with the organization to develop effective corrective actions to address any non-conformities** identified during the audit
- Experienced in **maintaining accurate records of audit activities**, including documentation of audit findings, corrective actions, and follow-up activities
- Expertise in **conducting follow-up audits to verify that corrective actions** have been implemented and are effective
- Excels in **ensuring that organizations comply with the ISO 27001:2022** standard and other relevant standards by conducting audits, evaluating compliance, **developing corrective actions, and maintaining documentation**
- **Strong analytical skills, attention to detail, and the capability to communicate effectively** with a variety of stakeholders

#### WORK EXPERIENCE

##### Deputy Manager of Operations with Concentrix Technologies India Pvt. Ltd., Gurgaon, Since Sept'13

##### Key Result Areas:

- Managed daily business operations through the formulation and execution of short and long-term growth strategies
- Detected and remedied unauthorized, unsafe, or inefficient practices, introducing novel methods, practices, and systems to enhance turnaround time
- Fostered positive and effective communication among unit staff and organization leadership, minimizing miscommunications and missed deadlines
- Examined and presented key performance metrics to senior management for analysis and evaluation
- Resolved challenging customer and client issues to support lower-level employees and maintain exceptional customer service
- Formulated and maintained quality assurance procedure documentation to ensure consistency
- Strategized quality initiatives to mitigate risk & promote operational efficiency
- Monitored KPIs to proactively identify and address bottlenecks and quality issues
- Documented inspection findings and collaborated with the quality team to implement corrective actions

##### Operations Team Manager with Serco Telecommunication India Ltd., Gurgaon, from May'10-Aug'13

##### Key Result Areas:

- Assimilated new technology and software applications rapidly & effectively
- Analyzed & deconstructed complex problems to evaluate & determine optimal solutions
- Fostered an atmosphere of respect, approachability & helpfulness in all interactions
- Orchestrated successful project management from ideation to delivery, while exhibiting leadership traits
- Acquired comprehensive proficiency in data entry, analysis, and reporting
- Delivered outstanding results under tight deadlines/high-pressure environments
- Led & supervised team projects, assigned tasks & provided constructive feedback