Deepika Maan

An enthusiastic & high energy-driven professional with over 4 years' Experience, looking for challenging assignments in Human Resource with a growth-oriented organization to best utilize knowledge and technical skills.

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Profile Summary

- A highly efficient Management professional over 4 years of experience
- Excellent ability to relate to stakeholders communication in a cross-cultural set-up (Vendors, Consultants Local & Government Authorities, and so on)
- Well experienced to organize employee engagement activities to boost the morale of employees and create the good environment
- Design, build and deliver reports and dashboards to agreed specifications and document technical skills
- Analyzed and evaluated data and reports, feeding back the findings to relevant managers & HRBPs and advising onchanges and improvements
- Effective analytical and technical skills with strong interpersonal, verbal, and written communication skills
- Follow the Service Level Agreements (SLAs) and guidelines for handling the tickets
- Well experienced in creating various HR reports in MS office (Excel, presentations & word form as well)

Education

- 2019: MBA (HR & Finance) from KIIT College of Engineering with 70%, MDU University, Gurgaon
- 2017: B.com (Honors) from Dyal Singh College with 67%, University of Delhi, Delhi
- 2014: 12th CBSE from Delhi Public School, Maruti Kunj with 80%, Gurgaon
- 2012: 10th CBSE from Delhi Public School, Maruti Kuni with 74%, Gurgaon





Core Competencies

HRIS Reports & Data Analysis

Employee Engagement Activities

Induction and Buddy Programme

HR System & Implementation

Learning and Development Engagements & Solutions

Administration

IT Skills

- CSOD Learning Management System
- BMC Remedy Ticketing Tool
- ServiceNow Ticketing Tool
- Advance Excel: VLOOKUP, HLOOKUP, Pivot Table, Macros & VBA
- Microsoft Applications: Microsoft Word, PowerPoint, Excel



May 2023- Till Present with Grant Thornton Bharat LLP, Gurgaon Designation – Executive

Key Result Areas:

- Co-ordinate for training sessions and action planning workshops with stakeholders
- Track and measure project related data such as session completion, participation status, feedback, training evaluations etc.
- Consolidate, analyze data and provide actionable insights
- Support project teams in creating awareness and increase participation
- Prepare and present monthly/quarterly/annual reports and dashboards
- Closely work with HRBP teams, project teams and unit manager.
- Strategic planning for succession of Talent Engagement Programme

September 2019 – Present with Baxter International Incorporation, Gurgaon Designation – HR Analyst

Key Result Areas:

- Taking care of Incidents on daily basis to ensure that the performance of the team achieves the defined performance targets and KPIs, assist in root cause analysis, identify potential problems and/or increasing trend of repetitive Incidents
- Page management which includes Welcome and Custom page creation & management, create and manage Custom Field Administration
- Accountable to support training services for all the LMS related issues and liaise up with CSOD for anything beyond control
- Learning Object Creation and Management which includes Events, Sessions, Materials, Course Catalogue, Online Course, Evaluations, Test Engine, Curricula, etc.
- Setting-up Security roles which includes Permission and constraints management Email management Email Management to ensure custom emails are configured to drive program wide communications.
- Sending out Marketing Emails to make announcements.
- Responsible for creating and sharing Standard and Custom reports, Reporting 2.0 Creation of Curricula, Assessments, and other learning objects through EDGE load.
- Deep knowledge of LMS settings, such as Pre-requisites, Sequencing in curricula, Assign New Occurrence and Maintain Progress
- Create Deep links and custom certificates for courses
- Follow the Service Level Agreements (SLAs) and guidelines for handling the tickets
- Created Zoom integrated sessions and its parts for different sites

Major Projects:

- Dynamic Calendar
- External User Project
- Static Group Implementation
- ILT-OJT Conversion Project

May 2019 – September 2019 with Infocom Consultancy Services Pvt. Ltd. Gurgaon Designation – Consultant

Key Result Areas:

- Identifying and sourcing top IT talent through various channels (Naukri, referrals, etc.)
- Conducting initial candidate screenings and assessments
- Managing client relationships to ensure a smooth recruitment process.
- Coordinating interviews between candidates and client

Training

June 2018 - August 2018 with Training and Development Department, Maruti Suzuki India Limited, Gurgaon Conducted study of Induction Program's at Maruti Suzuki India Limited in comparison with other industries Key Result Areas:

- Coordinated between new staff and the upper management
- Planned various programs and small get-togethers for new employees at the office
- Encouraged employees to take part in a variety of activities
- Kept track of the new employees' attendance in the system

Awards & Achievements

- Recipient of Baxl Award for excellent performance in managing largest number of daily tickets in the team at Baxter Internation Incorporation, Gurgaon
- Volunteered in events for Haiya N.G.O(Women Sexual Harassments)
- Awarded for being the first member of the squad to cross 10,000 tickets
- Awarded a Culture Levers Award for collaboration and speed

Personal Details

- Date of Birth: 29th September 1996
 Languages Known: English & Hindi
- Address: House Number 1458, Maruti Kunj, Sohne Road, Gurgaon, Haryana