**HARISH SHARMA H N**

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**Summary**

13 years professional experience in ITES sector applying vision, problem solving and process improvement to enhance organizational performance and Information delivery. Effective hands on leader with outstanding success in managing, performing and analysis. Detail oriented with strong analytical skills that enable the creation, management, and reporting of large amount of data. Works well in both team environment and individual assignments. Powerful and effective oral and written communication skills. Quick learner that rapidly adapts to changes and learns and embraces emerging changes. Self-motivated and self-starter. Works independently with little or no supervision.

**Professional Experience -**

**First American (India) Private Limited.**

**Technical Writer** (Nov 2018 - Current)

* Started to work with the Technical Writing Team, have been trained on document formatting using ISO style Guide.
* Hands on experience in MS Word.
* Proficient with English Grammar.
* Current Organization deals with Title Insurance, most of the work is related to drafting/creation of procedural manuals with help from Onshore Partners.
* Worked with Vendor Management Team on various processes of onboarding Vendor and managing Vendor profiles for Vendor Management Teams.
* Trained the new hires on domain knowledge and also on the Vendor management processes.
* Exposure to user procedure manual creation.
* Exposure to MS office suite and SharePoint

**Subject Matter Expert** (July 2014 - Oct 2018)

* Review daily assigned task prepared by professional(s) and deliver to various internal/external clients.
* Managed Resource Utilization/Productivity and quality for all the professionals working along throughout the year.
* Generate various raw reports from multiple tools and prepare no of reports by considering various data from multiple reports which needs to be deliver to the overseas counterparts and clients.
* Sending process/procedures updates to the team and conducing Assessment on the same.
* Attending weekly Quality call for updates, issues, and escalations
* Supervising the individuals’ performance daily and reporting to the management and guide the employee to improve his skills required for the welfare of his own and the organization as well.
* Conducting Team huddle at the start of the day to brief individuals about the work which is to be assigned to individuals and to create awareness on Team quality and expectations for the day.
* Analyzing the task time achieved by individuals through various crystals reports and conducts a work shadowing session for those who consume more task time.

**Title Specialist** (April 2010 - Dec 2014)

* Started as a Title Specialist was promoted as Examiner and Senior Examiner within span of 1 year.
* Became a Subject Matter Expertise in July 2014

**CORE STRENGHTHS**

* Mega multi-tasker efficient worker
* Innovative out of the box thinker
* Effective supervisor
* Passionate and motivated
* Employ big picture vision
* Ability to adapt and learn
* Efficient Presenter and Speaker

**Education :** Bachelor of Computer Applications (BCA). June 2009 - Under Bangalore University.

**Personal Details**

* Marital status - Married
* Date of Birth - 6th April 1987
* Father Name - N L Sharma
* Mother Name - K N Nagarekha
* Spouse Name - Annapuneswari G S
* Nationality - Indian

**Declaration**

I hereby declare that the above given information is true to the best of my knowledge.

Date

Place Harish Sharma H N