

# **CURRICULAM VITAE**

## **NIDHI SHARMA**

RZ 1/82, Street No 2  
Tughlakabad Extn, Kalkaji  
New Delhi 110019  
Contact No.: 9910872019  
E-mail:- nidhivirgo85@gmail.com

## **CAREER OBJECTIVE:-**

Aspire for a suitable job in an organization where my potential would get a positive approach and where there are prospect for a career growth. Emphasis on hard work and to derive satisfaction from it.

## **ACADEMIC QUALICATION:-**

- Completed MBA (HR) from Maharishi Dayanand University, Distance Education.
- Completed B.Com (P) from Delhi University (Correspondence) in 2008.
- Completed 12th from D.A.V Public School, Vasant Kunj Delhi (CBSE) in 2004.
- Completed 10th from D.A.V Public School, Vasant Kunj Delhi (CBSE) in 2002.

## **PROFESSIONAL SUMMARY:-**

**Overall Experience of 7 years 6 months in BPO industry.**

**Metlife Global Operations Support Center**– Worked from June 2011 till Jan 2015.

**AON Hewitt** - Worked from June 2008 till Dec 2010.

**NextBrick Solutions** – Worked from November 2006 till May 2008.

## **PROFESSIONAL EXPERIENCE: -**

Worked with Metlife Global Operations Support Center as a Sr. Associate–Planning & Reporting from 6<sup>th</sup> June 2011 till 6th Jan 2015 in LTF (Long term Forecasting) team for WFM Work Force Management.

Process (Profile) : Business Intelligence and Data Analysis (Planning Team)

## **Job Profile:**

- Works on Aspect IEX to make planners for MetLife contact centers in USA.
- Updating Capacity Planning Tracker weekly and monthly.
- Analysis the Call volumes and AHT from the historical patterns for update the forecasted and Actual volumes in the planner.
- Scheduling the Team Meeting, training programs and Focus Group as per the LOB requirement.

- Preparing Planners and set the targets for each day to meet LOB SL target. The planners helps SLC (Service Level Champs) sitting in US in meeting the targets.
  - Create process dashboards.
  - Takes care of New hires process training, auditing their work and preparing the audit sheet.
  - Distributing the Adhoc request and maintaining the day to day operations.
- ❖ Worked with **AON Hewitt Associates** as a Process Associate from 4th June 2008 till 31st Dec 2010 in US Recruitment and also in Benefits Process (DAS) Dependant Audit Solutions.
- US Recruitment: June 2008 till March 2010 (1yr 9mnths)**  
End to End recruitment, Creating offer letter, Managing online screening test, Managing online medical test, Updating data of candidate's in SAP and creating welcome packs for candidates.
- Benefits Process: March 2010 till Dec 2010 (9mnths)**  
Auditing documents required for Medical claims.

### **Job Profile:**

- Part of First Day Implementation.
  - Involved in end-to-end recruitment for our clients.
  - Managing Candidate's Information in Taleo, which included Checking their eligibility, sending assessments and Documenting their results.
  - Allocating targets to other Team members.
  - Generating offer/contract letters for both Internal as well as external employees working in BP US.
  - Have to initiate the Pre-employment checks for external employees before joining to the Organisation.
  - Following up with candidates till joining.
  - Functioned as a mentor for the Associates in the process.
  - Received positive VOCs from the client teams.
  - Make PPT for Presenting Training materials for new team members, Quality reports regarding the process improvements & preparing SOP (Standard Operating procedure).
  - For DAS process we need to verify the forms for the medical and health related policies.
  - Checking the documents thoroughly for the dependants of the US employees.
  - Checking the eligibility criteria and the required documents.
- ❖ Worked with **NextBrick Solutions** in B2B process from November 2006 till May 2008.
- Job Profile:** Online surveys and Contact sourcing

### **Tool Handled:**

Taleo, MS-Office, Citrix(IBM), Lotus Notes Database, SAP, Siebel, Content Manager (IBM), KRB (Kenexa Recruiter Brassring), SnagIt, PowerPoint, eWFM, IEX, GOLD, Outlook

**Computer Proficiency:**

MS Word, Excel, Power Point & Internet

**PERSONAL ATTRIBUTES: -**

- Effective inter- personal communication skills.
- Ambitious & enthusiastic.
- Flair for learning new things & meeting people.
- Adaptability and flexibility.
- Effective problem solver.
- Team Player.
- Believes in Time Management.
- I can take responsibility for my own ideas.
- Thinks creatively about problems.
- Doing research on internet on various topics is one of my interest.

**PERSONAL DETAILS:-**

HUSBAND'S NAME	: Jitender Sharma
DATE OF BIRTH	: 21/09/1985.
LANGUAGE KNOWN	: English & Hindi.
LAST DRAWN CTC	: 3,41,000pa.
NATIONALITY	: Indian.
MARITAL STATUS	: Married

DATE:-

PLACE: - New Delhi

**(NIDHI SHARMA)**