

Curriculum Vitae

SAPNA SHARMA

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WORK JOURNEY:

I have work experience of **5 years and 10 months** with **WeMark Marketing Pvt. Ltd.** which is currently known as **Acceso Mercandin Marketing Pvt.Ltd.** I had joined the company with designation of **Quality Analyst** and was promoted to the designation of **Senior Quality Analyst** after 1 year in lieu of some additional or upgraded responsibilities. In September 2016, I was promoted to the designation of **Head-Projects (Team Leader)**. Currently I am managing some major projects and handling a team of 8 Project Analysts under me being designated as '**Head-Projects**'. I am a multi-player there as I do take final round of interviews and select the candidates and also provide training to the new joiners.

WORK EXPERIENCE: **5 years and 10 months** (October 21st, 2013 – to present)

DESIGNATION : Head-Projects (Team Leader)

HIGHLIGHTS & ACHIEVEMENTS:

- Promoted to Senior Quality Analyst and thereafter to Head-Projects + Quality Trainer whereas I had joined with the designation of Quality Analyst only.
- Taking interviews for the final round and providing training to new joiners has also been added in my work responsibilities as per my work efficiency and as per the qualities leading to HR compliances.
- Entitled as Brand Leader for specific brands.
- Positive and Appreciative feedback from my Reporting Managers for supervising the team under me and for completing the projects efficiently with an Excellent quality.
- Positive and Appreciative feedback for the trainings given by me.
- Received certificates of "**Great Job Done**" and "**Job Excellence**".
- Selected as a team member of **Sexual Harassment Committee (SHC)**.
- Always got an open opportunity to suggest on how to improve the software and process.

WORK RESPONSIBILITIES:

- Project planning, directing and making process.
- Management of project analysts, quality & audits team.
- Developing the procedures of Report Analysis and Scoring in compliance to the client's standard operating procedures (SOPs).
- Taking final round interviews for candidates' selection in compliance to HR qualities.
- Conducting selection certification tests for employees and new joiners.
- Reporting sexual harassment capsules being the member of SHC (**Sexual Harassment Committee**).
- Client servicing and attending meetings.
- Preparing standard parameters for the audits to be conducted and developing content.
- Organizing team training sessions and making standard bullet points.
- Providing training to new joiners and preparing feedback sheets.
- Responsible for Quality Assurance and Project Closings.
- Preparing project's on-board and welcome mails.
- Preparing checklists/questionnaires for audits to be conducted as per the client's SOPs.
- Recommendation to clients on how and where they need to improve their services to retain their market value by comparing monthly reports.
- Ensuring the high quality of services for customer's satisfaction and to do loyalty check on staff of various brands as per the client's SOPs.
- Maintaining day to day status of particular projects.
- Calculating Employee's Productivity.
- Preparing monthly audit reports.
- Preparing suggestions PPT and other sheets for the clients on areas they needs to improve.

STRENGTH & SKILLS:

- Proficient in working on MS- Office & Internet
- Proficient in working on Shopmetrics Software
- Proficient in working on Sassie Software
- Highly effective communication skills
- Proficient in English (both verbal and written)
- Have excellent typing speed (60 wpm)
- Have excellent command in English specially in grammar, enhancing the elaborations, comments, sentence structuring and spotting errors to make them correct and meaningful
- Have good listening and explaining calibre
- Have good knowledge of Mystery Audit parameters, Reporting and Services from different sectors/industries such as:

INDUSTRIES I WORKED WITH	BRANDS HANDLED
Retail	Jade Blue, Wills Lifestyle (ITC), Globus, Ben Franklin, Kazo, Favourite Shop, UCB, Pantaloons, Saffron, Major Brands (C&K, Aldo, Call It Spring, New Balance, Bebe, La-Senza, Mango etc.), Latin Quarters etc.
Food Chain	Haldiram's, Chili's, BYG Brewski, BluO, Sbarro, Lite Bite Food, Mamagoto, Speedy Chow, Mr. Hong, Habenaro, Dunkin Donuts, Domino's, Bombay Brasserie, China Gate, Irish House, Copper Chimney, Bombay Brasserie, Pasta Street, Serafina, Global Kitchen, Bikanervala, PAUL's, Punjabi By Nature, Dhaba, Wagh Bakri etc.
Travel Services	Ola and Uber
Entertainment	PVR Cinemas, Cinapolis, Fun Cinema, Movie Times, Carnivals, Inox and London Paris (Mukti Group)
Hospitality	The Fern – International Hotel Group (IHG), Estrella Do Mar, Ambassador Hotel, Kamat Hotels and Vibe Hotels by Lalit
E-commerce	Myntra and Snapdeal
Banking	IndusInd Bank, Yes Bank
Aviation	Indigo and Air Asia
Real Estate	DBS, Doshi Housing, Piramal and Rajesh Lifespaces, Eden Group
Others	Tally, Ethos Luxurious Watches, The Body Shop, Lotus Herbals, Vivel with Fiamma & Engage (ITC), VIP Luggage, Delsey, Asian Paints, Phillips Lighting Lounge, Neelkamal, Address Home, @home, Clinic Dermatech, Berkowits, Lakme, My Glamm, Arabian Nights, B2X, Jumbo Electronics, Blackberry, Flight Shop, True Fit & Hill etc.
Call Monitoring	Indigo Airlines, Restaurant Reservations, Hotel Reservations, IIHT, Flight Shop & Air Asia
Education Fields	IIHT, Billabong High International & Kangaroo Kids School

CAREER OBJECTIVE:

Seeking an innovative and responsible position wherein my qualities and experience can be utilized in a growth oriented company with exposure to new areas to enable me to make useful contribution for the benefits of the company.

QUALIFICATION:

Academic Credentials	Qualifying Board/ University	Achievement
MA (English)	IGNOU	Ongoing
BA (Prog)	SOL, Delhi University	Passed with 53 % (2 nd Grade)
12 th Standard (Office Management)	CBSE Board, New Delhi	Passed with 81.8 %
10 th Standard	CBSE Board, New Delhi	Passed with 75.4%

HOBBIES:

- Experience writing
- Exploring real life facts
- Getting spiritual knowledge
- Learning new things
- Playing badminton
- Inspecting things

EXTRA CURRICULARS:

- Actively participated in Yoga and won third price in zone level.
- Actively participated in Club Echo Group (CEG) in my school.
- Participated in debate competition against “Science” or “Science as a Curse for Youth”.
- Trained a dance group for performance in my previous school on the occasion of “Independence Day” even after changing the school. The group won “Second Price”.

PERSONAL VITAE:

- Date of Birth : May 14th, 1993
- Age : 26 years
- Residential Address : N-113, 2nd Floor, Vishnu Garden, New Delhi-110018
- Nationality : Indian
- Marital Status : Un-married
- Languages Known : English, Hindi, Punjabi

Declaration:

I hereby declare that facts stated above are true as per best of my knowledge.

Date:

SAPNA SHARMA

