# **SONI SHARMA** Tel: 9555395862/7290806337

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**JOB OBJECTIVE:**

**To strive for the perfection in any venture undertaking and there by maintaining the standard while discharging the duties and responsibilities assigned to me.**

**PROFESSIONAL SNAPSHOT**

Over **5 Years** of rich experience in **Operations, IT and Facilities** as well as **providing service, support and facilities to internal & external customers**. Currently designated as **an Executive** at **RELIGARE SECURITIES LTD.** Adapt to running smooth operations in the E. Governance Project as per Government norms.

**ORGANISATIONAL EXPERIENCE**

### Presently with RELIGARE SECURITIES Limited as an Executive Operations/IT (E. Governance).

**Highlights:**

The job profile includes to actively engaging in all operational work in terms of service delivery, Basically acquiring for all Planning, Forecasting, Implementation and Execution of the project also Quality Control, & relationship building with concern Authorities, social workers, Manpower and Training Agencies & Taking care of all administrative activities for the PAN INDIA for E. Governance Project (AADHAAR, PAN) also adapt for office management, Office Compliance.

* Work closely with the project delivery team to understand the current & forecasted material requirements.
* Strategy formulation & Implementation of the process on the field.
* Supporting to the new assigned team and business associates the overall process of project.
* Support all Branches (Business associates) from front end and Guide to support team at our back office for Technical and Operational issue.
* Timely response through emails and telephonically to Clients for their queries of PAN and AADHAAR application processing, discrepency, penalty, uploading, generation and compliance.
* Ensure adherence to regulatory requirements and governance.
* Asset and MIS Management
* Procurement & Inventory Management.
* Order Fulfillment.
* Responsible to get the various reports like Inventory, Manpower, Data reconciliation of PAN and AADHAAR etc.
* Resolving customer complaints & by this means growing new customers while retaining the old ones.
* Provide the better solutions to customers meet their requirements.
* Responsible for testing & certification of the candidates for UIDAI.
* Survey & identify the location suitable for UID Enrollment.
* Make arrangements to UID training to new joiners.
* Responsible for Office Compliance & Grievance
* Guide the team members to revert the client through emails for operational queries and technical issues.
* Troubleshooting of technical issues related with O/S, printer, hardware, applications like busy, outlook, Networking (WAN/LAN), Third party software, Biometric devices, Network and local printers etc.
* Resolved customer complaints and concerns with strong verbal and negotiation skills.
* Train new employees and explain protocols clearly and efficiently.
* Knowledge of remote desktop connections, peer to peer file sharing and other applications associated with remote IT assistance
* Ability to communicate well and get to the core of errors to provide an effective resolution.
* Inform clients regarding the estimated time required to analyze the problem
* Develop training manuals for new employees and conduct training sessions
* Research and implement new practices to improve quality of service and organizational efficiency.

**Previous Assignment**

###  NOV 12— FEB 14, With OSIRIS digital media pvt Ltd as a Executive Operations/IT (E. Governance).

**Highlights:**

The job profile includes to actively engaging in administrative activities as well as branch operations and managing front desk and providing service support to internal & external customers.

* Coordinating to enrollment centers & resolving their problems like Manpower, Stationary, IT, Genset include to maintain ecosystem for UIDAI. Problems etc.
* MIS Management as per daily application processing figure.
* Work closely with the project delivery team to understand the current & forecasted material requirements.
* Order Fulfillment & Inventory Management
* Handling customer queries & resolves it with in a TAT.
* Filing of End of day (EOD) Reports.
* Preparing various records like Inventory, Deficiency report and Generated UID etc.
* Responsible for high quality service, Compliance.
* Troubleshooting of technical issues related with O/S, printer, hardware, applications like busy, outlook, Networking (WAN/LAN), Third party software, Biometric devices, Network and local printers etc.
* Guide the team members to revert the client through emails for operational queries and technical issues.
* Do audit at our branch to report compliance, detail, accuracy as well as customer service orientation.
* Ability to handle different clients and different systems simultaneously
* Knowledge of remote desktop connections, peer to peer file sharing and other applications associated with remote IT assistance
* Ability to communicate well and get to the core of errors to provide an effective resolution.
* Inform clients regarding the estimated time required to analyze the problem.
* Develop training manuals for new employees and conduct training sessions.
* Research and implement new practices to improve quality of service and organizational efficiency.
* Knowledge of Aadhaar Portal and upload portal.
* Data Management and data uploading using Aadhaar SFTP Client App***.***

**Sep 11— Oct 12, with MATRIX PROCESSING HOUSE Pvt Ltd** As a Supervisor in IT Dept.

**Highlights:**

The job profile includes to actively engaging in administrative activities as well as branch operations and managing front desk and providing service support to internal & external customers.

* Troubleshooting of technical issues related with O/S, printer, hardware, applications like MS outlook, Networking (WAN/LAN), Third party software, Biometric devices, Network and local printers etc.
* Guide the team members to revert the client through emails for operational queries and technical issues.
* Ability to handle different clients and different systems simultaneously
* Knowledge of remote desktop connections, peer to peer file sharing and other applications associated with remote IT assistance
* Ability to communicate well and get to the core of errors to provide an effective resolution.
* Inform clients regarding the estimated time required to analyze the problem
* Develop training manuals for new employees and conduct training sessions
* Research and implement new practices to improve quality of service and organizational efficiency.
* Identified the root cause of repetitive technical errors and resolved all errors effectively
* Assisted the clients through e-mail and on telephone as well.
* Provided online training to the clients.

### March 11— Aug 11, with Shri Jagdamba Computers Pvt Ltd as an Executive in Information Technology.

**Highlights:**

The job profile includes to actively engaging in providing service to internal & external customers for Technical issues.

* Troubleshooting of technical issues related with O/S, printer, hardware, applications like MS outlook, Networking (WAN/LAN), Third party software, Biometric devices, Network and local printers etc.
* Order Fulfillment, Inventory Management.
* Knowledge of remote desktop connections, peer to peer file sharing and other applications associated with remote IT assistance
* Responsible to maintain IN/OUT and Dispatch of the inventory and its MIS reporting to the management.
* PC assembling & troubleshooting, Manage and configure the Printer and network card .
* Manage and configure the Network Sharing like File and Printer sharing Windows XP Configuration and Remote Desktop Sharing.

## **ACADEMIA**

2011 : **B.Sc.** (MATHS)Regular from Dr. Bhim Rao Ambedkar University, Agra.

2010 : **Diploma** in Computer HW/NW From A-Set Research institute, New Delhi.

2005 : **Inter** (Science) from U.P. Board, Allahabad.

2003 : **High School** From U.P. Board, Allahabad.

## **STRENGTHS**

1: Self-motivated individual with excellent leadership skills for motivating the work

 Force for the achievement of the company’s targets.

2: Increased communication skills with an understanding of human behavior.

3: Focused and dependable with a zest for knowledge.

4: Seeking out problems and taking corrective measures to solve them.

##  **PERSONAL DETAILS**

Permanent Address : State Bank Colony Agra Road Hathras (204101).

Correspondence Address : A-24 Nishant Park, Kakrola Road, Dwarka, New Delhi.

Date of Birth : 17thJune. 1989

Marital Status : Single

Language Known : Hindi, English

Hobbies & Interests : Net surfing, Playing games on computer, Cricket.

**References will be gladly furnished on request.**

**Date:**

**Place: (SONI SHARMA)**