

NISHA SHARMA



Personal details

 NISHA SHARMA

 nishaa0601@gmail.com

 +91-8910264472

 21B KASHI DUTTA STREET
700006 KOLKATA

 January 6, 1994

 Female

 Indian

 [linkedin.com/in/nisha-sharma-a351bb1b6](https://www.linkedin.com/in/nisha-sharma-a351bb1b6)

Skills

Pre-employment Screening

Talent Acquisition & Management

Performance Evaluation

Wage Negotiation

Employee Engagement

Training & Development

ISO & Internal Audits

Strategic HR Planning

Conflict Resolution

Leadership & Team Management

Policy Development

Professional Summary

Dynamic HR professional with expertise in talent acquisition, employee relations, and performance management. Proven ability to implement strategic HR initiatives that boost productivity, enhance employee engagement, and align business objectives. Skilled in fostering collaborative environments and leveraging data insights to drive organizational growth and employee retention.

Professional Experience

HR Manager

May 2024 – Present

Swiss Pac Pvt Ltd, Vadodara

- Oversee end-to-end recruitment process, including screening, interviewing, and onboarding
- Developed strategies that increased productivity through improved morale.
- Coordinate ISO audits (Internal & External) and ensure compliance with company policies
- Managed employee relations, addressing grievances and conflicts to foster a positive work environment.
- Conducted exit interviews, gathering valuable feedback to reduce turnover and improve employee satisfaction.
- Negotiated employee wages based on employment level, qualifications and history.
- Coordinated training programmes to enhance staff skills and support career advancement opportunities.
- Reviewed and updated company policies to reflect current best practices in HR management.
- Advised senior management on HR issues and recommended strategic solutions to address organisational challenges.
- Worked with legal team on policy issues, compliance concerns, grievances and employee complaints.

Team Leader - Customer Service

May 2019 - Jun 2022

Accenture, Hyderabad

- Monitored team performance, identifying areas for improvement and implementing corrective actions.
- Led staff meetings to delegate tasks, assign workloads and communicate changing priorities. Maintained excellent employee relationships by cultivating supportive, positive and helpful working environment.
- Monitored staff performance and developed improvement plans.
- Resolved complex customer enquiries, disputes and complaints.
- Evaluated team performance and provided constructive feedback to improve daily goal achievement.
- Delivered quality service with friendly and professional demeanour.
- Planned employee workloads and delegated tasks strategically to meet seasonal fluctuations in demand.
- Closely monitored team performance by conducting observations and tracking key metrics, identifying and managing underachievers appropriately.
- Developed training programs focused on customer interaction skills, team collaboration, and conflict resolution to elevate service standards.
- Collaborated with HR to refine recruitment processes, ensuring alignment of customer service roles with organizational culture and values.
- Facilitated regular performance reviews and one-on-one sessions, promoting open communication and professional growth among team members.

Grievance Handling

Compliance Management

Career Development

Strategic Advising

Team Performance Monitoring

Organizational Development

Employee Satisfaction Surveys

Hobbies

- Listening to Music
- Travelling
- Learning New Skills
- Cooking

Languages

- | | |
|---------|-------|
| English | ●●●●● |
| Hindi | ●●●●● |
| Bengali | ●●●●● |
| Telugu | ●●●●● |

SME - Customer Service May 2017 - Apr 2019

Conneqt Business Solutions, Hyderabad

- Designed and implemented challenging assignments to promote critical thinking among employees.
- Regularly evaluated employees' progress, offering timely feedback to drive continuous improvement in process performance.
- Applied differentiated instruction techniques to cater to various learning styles and abilities.
- Pursued professional development opportunities to stay updated with corporate trends.
- Facilitated knowledge-sharing sessions to boost team performance.

Education

M.B.A. - HR 2022 - 2024

Parul University

CGPA: 7.51 / 10

B.Tech. - Information Technology 2012 - 2016

Abacus Institute of Engineering and Management

CGPA: 8.57 / 10

Internships

HR Intern May 2023 - Jul 2023

Oil and Natural Gas Corporation Ltd (ONGC), Vadodara

- Assisted in pre-employment screening and recruitment processes.
- Conducted employee training sessions.
- Collaborated with HR teams to improve talent management practices.
- Built strong interpersonal relationships with employees.
- Conducted market research, data collection, and data analysis.
- Provided insights on factors contributing to retirement satisfaction.

Achievements

- RNR Award at Tata Business Support Services.
- Event Coordinator at Parul University.
- Co-ordinator at International Conference, Parul University.

Declaration

I hereby declare that the information furnished above is true and correct to the best of my knowledge.

Place :

Date :

(Signature)
Nisha Sharma