

RADHIKA SHARMA

BUSINESS & SALES OPERATIONS, PEOPLE &
PROJECT MANAGEMENT, PMO, SALESFORCE
SYSTEM ADMIN CERTIFIED

CONTACT

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Flat-106, Tower-7, Sector-84
Faridabad

SKILLS

Soft Skills: Core strengths in presenting data analysis to top management for decision making.
Advance Excel, Operations Excellence, Business Process Analysis, P&L Management, Agile Methodology, Continuous Improvement, Business Process Analysis, Financial Acumen Cross-Functional Leadership, Team Building, Relationship Management, Complex Communication, Vendor Management, Cross-functional Stakeholder Management, Client Support, Risk Management, Process Improvement, Revenue Generation, Planning & Implementation, Budgeting and financial management, Team leadership and collaboration, Employee training and development, Data analysis and reporting, Contracts handling

Technical Skills : Tableau, Oracle, Salesforce, Stellant, Power BI, Jira, Salesforce & PSA Admin

EDUCATION

MBA (HR)

2009-2011

NMIMS University Mumbai

BA(HONS)

Delhi University

2005-2008

LANGUAGES

English

PROFILE

A dynamic Executive with over 10+ years of comprehensive experience in MIS, Project Management, Data Analysis, Client Support & Management, Corporate Communication, Business Operations, Stakeholders management, Sales Operations, Financial Reporting, Forecasting, Sales review Dashboard, Purchase Order, Burn Reports for Management, Revenue recognition, Jira Dashboards, Billing and Collection view for leadership and Excellent communication skills proven capability of effective management including inter and intra departmental coordination; Skilled in handling various aspects of Offsite client operations for smooth management of the operations, Worked with Cross functional teams like HR, Contract Management, Finance, Event planning and execution, Organised and Moderated multiple leadership Events.

WORK EXPERIENCE

People & Project Management | Business Operations & Certinia PSA | Salesforce Consultant | PMO

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Feb 2024 -Present

- Understanding requirements and Implementing solutions in Certinia PSA, Salesforce
- Lead the implementation of custom Dashboards and Reports using Business Level scenarios.
- Lead the implementation of DocuSign in multiple projects
- Ensure professional support to customers
- Coach and develop team members
- Maintain and improve client relationships and client care process
- PSA System Administration Certified.-Certinia

Associate Manager Business & Sales Operations | PMO

3i Infotech Ltd

April 2023 -July 2023

- Responsible for creating Sales report in- Salesforce Pelican for leadership.
- Sales review Dashboards using Salesforce Pelican tool
- Revenue reporting,
- Billing & Collections Analysis.
- Target VS Actuals reporting
- Business reports/ Dashboards for CEO & CFO using JIRA
- Check on PID Creation for Projects (PRANA)
- Purchase Order and Purchase Requisition Generation
- Business Process Analysis
- Continuous Improvement
- Business Process Analysis
- Risk Management,
- Process Improvement
- Deal approvals for the successful Sales deals using Salesforce tool

KEY ACCOLADES ACROSS CAREER PATH

- Won the GLADIATOR AWARD for the Best Performance in the Team
- Won ROOKIE OF THE YEAR AWARD
- Core value award CLIENT FOCUSED DELIVERY
- Recognition for best Performance in eCornell Residential

PROFESSIONAL TRAINING

- Excel
- Power BI
- Ilearn Admin Certification,
- Presentations Skills.
- Facilitation
- Communication skills and corporate etiquettes

CERTIFICATIONS

- Ilearn Admin Certification.
- Certinia PSA System Administration Certified.

Business Operations Specialist | Project Management

Publicis Sapient

Feb 2019-April 2023

- Forecast Report creation, PID/Opportunity Creation
- Team Management
- ADM- Client Report creation for Chevron account.
- Chevron Onboarding Validation, Chevron Staffing Connects with stakeholders.
- People allocation on PID in oracle, Client Calls, Operations Dashboard
- Flux File creation, Bill rates and Audit Reports creation using SQL, Invoicing end to end process.
- Financial Reporting, Burn Report, Allocation status Report-Government Services
- AR & Collections Report- Government Services, Reports creation via Tableau.
- Financial Acumen Cross-Functional Leadership.
- Project Creation end to end on Salesforce tool for Health & Energy & commodities clients
- Advanced knowledge of project creation, extension and resource staffing in Oracle tool, along with reporting.
- Expertise in management reporting and data analysis using Excel, Tableau.
- Experience with project management tools such as Jira for task tracking and collaboration for Projects & Clients like Williams, Chevron, Medtronic, Novavax and some Govt. Services clients as well.
- Worked with Cross functional teams like HR, Contract Management, Finance (AP, Collections, Billing, Invoice, Procurement team)
- Organised team R&R

Learning & Development Advisor

Genpact

Jan 2017-Feb 2019

- Responsible for completing joining formalities of the candidate and induction process for new Joining.
- HR backend support- Background checking of the candidate, Documents verification and HR documents filing. ✓ PR Creation
- Training coordination.
 - o HIP, Impactful Presentation
 - o eCornell Residential, Black Belt workshop
 - o Moderated Virtual trainings.
- Stakeholder Management
- Client support
- Event planning and execution : Planned, organised, and executed eCornell events (ilern) Training for Senior Executives & leaderships.
- Organised and Moderated multiple leadership trainings & Events (Including Logistics arrangements, Activity Plannings, arranging the events)

Global Support L2

Sapient Consulting

June 2011-Jan 2017

- Actively participate in managers meeting for improving the Policy and procedure.
- Employee's feedback gathering across all geographies (India, UK & US) with a Quality Check score above Team.
- Daily MIS reports Create in excel.
- Gauge on how the Sapient peoples issues are handled and help in improvements in processes across all functions (IT, EA, PS, Finance & OS) through monthly reviews
- Convey customised feedback both telephonically & through mails to stakeholder to improve the process.
- Suggest and implement meaningful ideas in QA Team for process enhancement and better efficiency.
- Handling Procurement data analysis process and share same with stakeholder.
- NHI training for new hires, Corporate Communication mailers
- Newsletter Creation, Handling Travel & Accommodation.