Shakti Sharma
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Career Objective:

A position with responsibilities that will efficiently utilize my knowledge & skills and contribute positively towards the organization objectives, thus use every opportunity to learn, upgrade myself and successfully perform all challenges and tasks.

Professional Experience:

Worked as Shift Manager with ETS Group from Oct 2024 till Jan 2025 :

Role Overview:
Leading a team of 40+ QI on a daily basis and taking ensure all the call are getting monitor in coordination with the process Organized.

Roles & Responsibilities:
- Taking the ownership of handling more than 40 Proctoring Executive, who are involved in managing ETS Proctors shift wise.
- Manage the calendar of my respected reportees,organisation PPT and Meeting with respected Stakeholders.
- Develop objectives for the ETS call center's day-to-day activities.
- Conduct effective resource planning to maximize the productivity of resources (people, technology etc.)
- Collect and analyze call-center statistics (sales rates, costs, customer service metrics etc.)
- Assume responsibility of budgeting and tracking expenses
- Hire, coach and provide training to personnel to maintain high customer service standards.
- Monitor and improve ordering, telephone handling and other procedures.
- Evaluate performance with key metrics (accuracy, call-waiting time etc.)
- Prepare reports for different departments or upper management.
- Also involve in the digital marketing that centric the employee base performance on social media like linkedin or X or Instagram.

Worked with Pearson VUE as Lead Test Administrator cum program coordinator from Feb 2019 till April 2024:

Responsibilities

- Provide secure exam delivery and responsible for strengthening customer service's experience in a comfortable surveillance environment.
- If Exam's Event gets Canceled due to technical issues or other issues then coordinate with students and program managers in order to provide them reschedule as soon as possible.
- Understand and comply with all testing procedures.
- Check-in the candidates, admitting candidates and facilities the Exam delivers experience.
- Coordinate with the Program- coordinator for solving any id or name discrepancies issues of the students.
- From Admission to Proctor the students while they are in Exam lab or in test center.
- Strictly adhere to the company policies using proper judgment in regards with the identification of the

applicant's identity that is matching with our database.

Others
1. Worked in the other locations for same operation in order to run the smooth daily operations PPC Operation (Noida Office and Gurugram Office)
2. Maintained monthly reports in refer to technical issues faced during the EXAM delivery or Turn away Candidates database.
3. Deal with a few vendors in order to maintain the inventory and cleaning of the center.

**Worked as Administration Officer with Bennett University [https://www.bennett.edu.in/]
from July 2017 till June 2018:**

Domain: E**ducational Institution**

Roles and Responsibilities:
- Responsible for the **Entire Front Office Activities** of the University like Call Handling related to admission enquiry .
- Responsible for Guest and Grievance Handling of the Faculty, Students and their Parents .
- Responsible for Event Management during Branding of the University.
- Assigns HKSP workers for their duties and inspects work for conformance to prescribed standards of cleanliness.
- Offering internal and external co-ordination, support facility management and administrative activities of 2000 plus staff and student community related to the overall development while applying the mission and instructional goals of the university.

Worked as Sr. HR- Talent Acquisition: Technology & Sales with Magicbricks.com(Times of India) from Dec 2014 till June 2017

Domain: Real Estate

Roles and Responsibilities:
- Responsible for End-To-End Recruitment & Selection Process.
- Identifying potential candidates from Job portals(Naukri,Linkedin and Google) and from Internal database.
- Adept in devising deploying effective recruitment strategies utilizing varied channels – ad placements, referral generation, position postings, social networking sites, recruitment portals, direct sourcing/cold calling.
- Salaries Negotiations, presented verbal offers of employment to selected candidates and complete necessary paperwork before Joining.
- Conducting interviews and pre joining interactions with potential employees till on boarding
- Manage post interview process including reference check and joining formalities
- Proactively maintain an effective resource database management system to close the manpower requirement with the minimum time.
- Skilled in managing all recruitment related documentation including handling of confidential matters
- Closed Many positions like ios developer,android Developer,Java Developer and All Sales Position Pan India.

Worked with Career Shapers as Sr.HR Executive from June 2013 till Nov 2014

Domain:Telecom

Roles and Responsibilities:
- Responsible for **full life cycle of recruitment** like selection of new employees by Screening, Shortlisting, Scheduling & Coordinating Interviews till closure of requisitions for Various **Telecom/IT** Clients .
- Identifying potential candidates from Job portals(Naukri,Linkedin and Google) and from Internal database.
- Involved in sourcing profiles as per the requirements, qualifying skills, interviewing candidates, sending profiles to the panel for screening and get the short listings, fixing interview scheduling as per the panel's and candidate's availabilities, getting feedbacks, follow-ups, collecting documents from the selected candidates and closing the position.
- Conducting telephonic as well personal interviews, coordination till on boarding.
- Maintaining Monthly as well as Weekly reports of the candidate.
- Follow Recruitment processes for various verticals of the company
- Responsible for handling Recruitment Drives/Walk-ins.
- Responsible for planning & skill mapping of the events.
- Well versed with the recruitment tool - HireCraft V3

Strong Expertise:
- Headhunting
- Reference Hunting
- Company Mapping
- Searches formation

Position Closed:

IT Tool Manager,Java Developer(Junior-Senior),SOA tester,EA to CIO,Area Manager(O&M-Passive Infra),etc.

Achievements:
- Got promoted to Sr.HR Executive from Executive level within 6 Months.
- Receive best target achiever of 4th Quarter(Jan 2014-Mar 2014)

Academic Qualifications:

Standard	Board/University	Name of Institution	Year
Xth	CBSE	PDPS,Shalimar Bagh,Delhi	2007
XIIth	CBSE	PDPS,Shalimar Bagh,Delhi	2009
Graduation	Delhi University	SOL,Delhi University	2013
Post-Graduation	Symbiosis University	SCDL Pune	2017
MA-English Hons	IGNOU	IGNOU-New Delhi	2022

Personal Profile:

Name	Shakti Sharma
Date of Birth	16-03-1989
Martial Status	Married
Gender	Female
Language	English,Hindi
Nationality	Indian
Hobbies	Listing Music and Visiting New Places

Declaration

I hereby declare that the above-furnished are true to the best of my knowledge and belief.

Shakti Sharma