**JYOTIKA SHARMA**

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**CAREER OBJECTIVE**

To work for an organization which provides opportunities for professional growth and advancement, and utilize the experience acquired in becoming a valuable team member towards organizational goals.

**WORK EXPERIENCE**

**NAME OF ORGANIZATION:** National Institute of Banking Studies & Corporate Management (NIBSCOM)

**DESIGNATION:** Officer

**PERIOD :**  May 2016 – Till date

**WORK PROFILE**

* **Training & Development**
* Assessing training needs of Banking Industry and accordingly design suitable training programmes for officials of Banks/ Financial Institutions/Corporates
* Liasoning with Banks for nominations
* Organizing training programmes
* Developing training course material
* Preparing training reports and perform training related backoffice operations
* Conducting exit tests and assessment of training programs on the basis of feedback
* **Human Resource Development**
	+ Identification of Human Resouce needs
	+ Preparation of terms and conditions of employement
	+ Publication of advertisements
	+ Recruitment related correspondence and liasoning with Interview Board and aspirants
	+ Conducting interviews
	+ Maintenance of HR records including-
	+ Recruitment
	+ Daily attendance
	+ Leave records
	+ Encashment of leaves, etc.
* **Library and Information Science**
	+ Overall management of Library (Library Records)
	+ Subscribing Journals/ Magazines
	+ Purchase of Books

**NAME OF ORGANIZATION:** Federation of Indian Chambers of Commerce & Industry (FICCI)

**DESIGNATION:** Assistant Director

**PERIOD :**  May 2011 – May 2016

 February 2011- May 2011 (Trainee)

**WORK PROFILE**

* Execution of consultancy projects and provide research, operational, coordination, administrative, financial management and logistical support including:
* Researching, compiling and analyzing information
* Drafting and maintainence of background documents, project proposals, contracts, reports, files and correspondence
* Budget planning, monitoring and tracking expenditure
* Project progress monitoring & reporting
* Organising project review meetings and drafting Minutes of the Meetings
* Responsible for coordinating, planning and implementation of training and capacity building programs including organization of training, development of training material, and assessment of training
* Preparation of Presentations and documentation of proposals, training manuals, concept notes, case studies and related material
* Research work on Guarantee of Services Act and Project Management
* Research and draft of Article for FICCI’s monthly journal “Business Digest”
* Organization of Trainings, Conferences, Seminars and Workshops
* Administrative tasks including-
* Event Management & Logistics arrangements (travel arrangements, venue, bookings, etc.)
* Database management and Tracker updation
* Coordination with internal and external vendors for trainings, conferences

**Key Activities/Involvement**

* National Conference on Project Management in India on March 10, 2015 and in May 2011
* National Conference on Quality Practices in India on February 3-4, 2014
* Documentation and Facilitation for Capacity Building workshops in association with DARPG (Department of Administrative Reforms & Public Grievances) for various State and Central Ministries/Departments under the Government of India in 2011
* Consultancy services to Department of Trade and Taxes, New Delhi
* Capacity building workshops for Directorate of Art & Culture, Government of Goa & Directorate of Union Territories Civil Services, Delhi
* Consultancy Services to Pawan Hans Helicopter Limited on Training Needs Assessment

**NAME OF ORGANIZATION:** Axis Bank

**DESIGNATION:**  Assistant Manager (Branch Operations)

**PERIOD :** November 2009 – January 2011

**WORK PROFILE**

* Responsible for Customer query handling
* Custodian of Cash and handling Cash Receipts, Payments & Remittance
* Responsible for Maintenance of Cash Reports (STR and STRS)
* Cross selling and deepening of accounts, as allocated
* Performs other duties of a similar nature or level

**EDUCATION**

* B.Ed from Kurukshetra University, 2014 (65%), CTET qualified (February 2015)
* MBA in HR (major) and Finance (minor) from Guru Gobind Singh Indraprastha University, 2009 (78%)
* B.Com (Hons) from Delhi University, 2007 (67%)
* Higher Secondary School Certificate (Class XII) from CBSE,Delhi, 2004 (84%)
* High School Certificate (Class X) from CBSE,Delhi, 2002 (83%)

**AWARDS & RECOGNITIONS**

* Award for Facilitation of Capacity Building Programs for States/Union Territory from Department of Administrative Reforms and Public Grievances, Govt of India
* Rank Holder (3rd Rank) in GGSIP University in “Financial Management” during post- graduation

**COMPUTER SKILLS**

Proficient in MS Office (Word, Excel and Power Point) and MS Outlook

Certificate course in Computer Science from DOEACC, Passed with ‘A’ Grade

**STRENGTHS**

* Communication skills
* Analytical ability
* Honest & Hardworking
* Quick learner & Team player with commitment and dedication
* Multi-tasking with professional ethics

**PROJECTS UNDERTAKEN**

1. Training project on “Study of accounting activities” at Bureau of Indian Standards (BIS), New Delhi
2. Training project on “Study of Mutual Fund distribution and Payroll Processing” at Sundaram Distribution Ltd. (Division of Sundaram Finance Ltd.)
3. Research project on “Study of Work life of BPO Employees” (Based on secondary data)

**PERSONAL DETAILS**

**Date of Birth:** 17th August 1986

**Nationality:** Indian

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| **Language** | **Read** | **Write** | **Speak** |
| English | √ | √ | √ |
| Hindi | √ | √ | √ |
| Punjabi |  |  | √ |

**Language Proficiency:**