SHEFALI SHARMA



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Summary

I am a professional with a diversified background in corporate operations & educational sector. My Exposure includes working with corporate to resolve complex problem statements, Inclusion of cutting-edge technology in educational field & working towards overall development of next generation. Currently leveraging this multi-disciplinary expertise in high impact research in Agri-tech, focused on implementation of innovative technologies to optimize resource utilization and enhance productivity.

Key skills

Team Motivation & development, HR operations, Employee Engagement Programs, Corporate Strategy, Banking operations, Ed-Tech strategy, Skill development via Ed-tech, Keen Stage speaker.

PROFESSIONAL EXPERIENCE

Company name: Jaro Education
Current position: Assistant Manager **Aug, 2019 – Apr, 2020**
Profile and Achievements

- **Onboarding & Orientation:** Spearheaded end-to-end onboarding and orientation for new hires, reducing time-to-productivity and ensuring 100% compliance with company integration protocols.
- **Records Management:** Orchestrated the maintenance of comprehensive employee records, achieving data optimization and streamlining audit readiness.
- **Employee Relations:** Mediated employee queries, grievances, and disciplinary matters, fostering a positive workplace culture and ensuring adherence to labour laws.
- **HR Program Coordination:** Administered cross-functional HR initiatives, including benefits enrolment for employees and employee recognition programs that boosted internal engagement.

Company name: Kotak Mahindra Bank
Current position: SO (Service Officer) **Apr, 2018 – Apr 2019**
Profile and Achievements

- **Facilitate** service delivery processes, ensuring 100% compliance with documentation and a seamless integration.
- **Execute** daily branch operations and high-value financial transactions (RTGS, NEFT, DD) while maintaining rigorous audit and compliance standards.
- **Drive** portfolio growth by promoting CASA, RD, and TD products and delivering high-quality customer service to enhance client retention.
- **Coordinate** HR initiatives, including employee engagement programs, training & development, and the resolution of staff queries or grievances.
- **Support** team leadership by supervising daily workflows, providing guidance to junior staff, and assisting in the execution of branch-level operational strategies.

Company name: IndusInd Bank
SDM (Service Delivery Manager) **May, 2015 – April, 2018**
Profile and Achievements

- Responsible for financial and non-financial transaction (RTGS,NEFT,DD) and locker operations
- Responsible for handling query and requests of the customer
- Responsible for cross sales of products like CASA, C.C Health insurance.

- Maintaining registers (IP cheque, mystery shopping, inward- outward, kit deliverables, locker register
- Responsible for quality account sourcing and end to end processing of accounts and sourcing of various bank products and other operational work
- Received appreciation for operational work as error free balancing deliverables, kit allocation and key register maintain
- Received appreciation in performing commercial and non-commercial transaction and lobby management.
- Achieved 100% operational and sales target assigned and monthly revenue targets.
- Appreciation for quality a/c sourcing and sourcing other banking products like credit cards, health insurance, life insurance.

CERTIFICATION/ DIPLOMA

COSD certificate	Certificate course in **Banking, insurance & equity services (1st class with credit)** Certificate course in **Retail management (1st class)**
Business English Certificate	**Certificate course in business English affiliated from Cambridge university**
DCA Course	Diploma in computer application by RGCSM (73%)
Employability Skills	Certificate course in employability skills training and personality development.

PhD – Amity University: Jan, 2021 – Present

Topic of Research – Role of Agri-tech startup in Rajasthan: An imperial investigation with respect to sustainable livelihood of farmers

Projects & Seminars

- Amity University, FDP on Application of AI in research methods & manuscripts drafting process.
- Manipal University, Systemic approach for publishing research papers, indexing & citations.
- Value chain analysis of Mustard in Rajasthan to find optimizing opportunities

PROJECTS / ASSINGNMENTS UNDERTAKEN

Company name	Project title	Location	Duration
NBC	Training Need Identification	Jaipur	2013
BHEL	Employee Welfare	Jaipur	2012
GENPACT	Stress Management	Jaipur	2012

Academics

2014	Master's in Business Administration (MBA) Specialization- HR International College for Girls (ICG), JAIPUR
2012	Bachelor in commerce (Business Hons.) International College for Girls (ICG), Jaipur
2009	HSC (Commerce) Tagore Public School, Jaipur