**CURRICULUM VITAE**

**Name:** Shweta Sharma

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**Objective:**

To use my knowledge, skills and abilities in the organization that promotes learning, motivation and supports the growth and profitability of the organization.

**Education Degree or Diploma:**

* Post Graduate Diploma in Human Resource (PGDHM) from IMT Ghaziabad University in 2012
* Completed B.COM Graduation from University of Delhi in 2009
* Passes Class 12th from Kendriya Vidyalaya in 2006
* Passed Class 10th from Hope Hall Foundation School in 2004

**Work Experience**

**2012 – Till present:** Working as a Process Specialist in Intercontinental Hotels Group India Pvt Ltd (IHG)

* **Job Responsibilities**
* Currently working in a Process support and handling accounting queries from IHG Hotels & Owners globally.
* Handled customer queries in customer service process.
* Has detailed knowledge of PeopleSoft (ERP), Ariba and Banking applications.
* Has knowledge of Americas Regional Banks.
* Has handled queries of Banking access for customers and retrieving reports from different Banks portal.
* Has knowledge of Ariba application that is currently used by users globally to purchase goods from vendor.
* Worked in O2P (Order to Payable) process as well and handled Accounts Payable process.
* Maintain SLA (System Level Agreement) as per the target defined to provide timely resolutions to customers globally.
* Handles newly opened hotels projects and ensure all users are setup on timely basis in PeopleSoft application.
* Prepares daily, weekly and monthly reports in MS Excel related to process.
* Worked closely with Manager on System Audits requests.
* Given process training to new joiners as a process trainer.
* **Rewards and Initiatives taken in IHG**
* Received awards from IHG Hotels Owner for providing excellent customer service.
* Have given Ideas for process improvement and that has been implemented successfully.
* Worked on audits requests from external auditors.
* Given process training to team members as a process trainer.
* Prepared process documents stabilization of the department.
* Chosen as a Mentor for Mentee Mentor program and completed it successfully.
* Received appreciation from managers for controlling errors in process.
* Prepared presentation of process for training new joiners.
* Received appreciation on successfully completing the new opened hotels projects.

**Personal Information:**

Date of Birth: 11th July 1988

Marital Status: Unmarried

Passport: Yes

Father’s Name: Mr. Surendra Sharma

Occupation: Job

Nationality: Indian

Place: New Delhi

With Regards,

Shweta Sharma