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DIVYA SHARMA

Administrative Assistant

SUMMARY

Operations and executive assistant with more than four years of devoted, detail-oriented experience who is adept at managing process optimization, arranging meetings, making travel plans, planning events, preparing data sheets, etc. have experience working in the leadership positions of both small and large enterprises. adept at organising calendars to arrange meetings, interviews, and other events. adept at handling all aspects of team officials' travel arrangements.

PROFESSIONAL EXPERIENCE

1E

Jun '23 - Jan '24

HR Administrator

Noida, IN

1E is a Software Development company founded in 1997 in London, United Kingdom. 1E is the Autonomous IT platform for EUC and Service Desk teams. Predict and fix device drift, digital friction, and user frustration to maximize compliance, reduce costs, and deliver superior digital experiences.

- Appointed as the **Senior HR Administrator** for India based **team members**.

On-boarding, Vendor Management, Travel Arrangements and Reimbursements

- Spearheaded **HR Operations** to enhance the efficiency and effectiveness of **people-related** processes.
- Drove the **Employee Onboarding program**, overseeing pre-boarding and **post-boarding activities**.
- Managed **internal HR systems** and databases to ensure accurate and up-to-date **employee information**.
- Handled **grievance** resolution by promptly addressing employee **queries** and **concerns**, escalating as necessary.
- Conducted thorough employee **background verifications** to **maintain compliance** and organizational integrity.
- Generated and issued various employee-related documents such as **Appointment, Promotion, and Relieving Letters**.
- Managed Group **Insurance Policies** including **Mediclaime, Term**, and EEL for employee welfare.
- Arranged visas and coordinated group **travel bookings** for employees as required.
- Collaborated with the finance department to raise **purchase orders** and manage invoices efficiently.
- Initiated and managed **Rewards** and **Recognition** programs to foster a positive work environment.
- Ensured smooth execution of **Office Administration** activities for the benefit of employees.
- Cultivated strong **vendor relationships** to secure reliable and **cost-effective services**.

Key Experience & Qualification

- Proficiency in **Microsoft Office Suite** for effective documentation and communication.
- Exceptional organizational and **time-management** skills to handle **multiple responsibilities** efficiently.
- Demonstrated ability to collaborate as a **supportive team member**.
- Strong **communication** and **interpersonal skills** essential for effective employee relationship management.

ApplyBoard India Pvt. Ltd.

Jan '22 - Apr '23

Executive Assistant

Gurugram, IN

ApplyBoard is a Canadian Educational technology company founded in 2015 in Waterloo, Ontario, Canada. It offers an artificial intelligence recruitment platform that helps international students apply for post-secondary studies abroad

- Appointed as the **executive assistant** to the **Directors** and **their teams**.

Calendar Management, Communication Coordination and Reimbursements

- Managing the **Country Head's** busy schedules, which includes accepting, rejecting, and suggesting incoming invitations,
- Refreshing the week after week **time sheet** for the **Country Head** to design the everyday **meeting arrangements**.
- Contacting **vendors** on **invoices** for **purchase orders**, onboarded suppliers, made **manual, urgent**, and **one-time payments** to vendors.

Travel Arrangements and Event Organization

- Booking all **lodging, transportation**, and other **travel-related services** for the Directors and their teams.
- Experience in creating complex **domestic and international travel arrangements**, including **flights, ground transfers, hotels**, and preparation of travel **itineraries** and **visa assistance**.
- **Negotiation rates** and **dates** with representatives for **conference halls, hotels, restaurants**, etc. bookings for all external events.
- Orchestrating nearby and **offsite meeting** for example composed room set-up, gear needs, catering, helped with finding nearby lodging/eateries for **outside gatherings**.

WNS Global Services Pvt Ltd

Sep '19 - Dec '21

Executive Assistant

Gurugram, IN

WNS Global is a global business process management company headquartered in Mumbai, India

- Appointed as the **executive assistant** to the **SVP, VPs** and **their teams**.

Meetings, Communication Coordination and Calendar Management

- Managing complex **calendar** of the **SVP, VPs** including accepting, declining & proposing incoming invites, scheduling interviews while coordinating with HR, arranging trainings of new joiners, on-boarding and off-boarding of employees while coordinating with IT, HR and Security.
- Arranging onsite and offsite **meeting** i.e. coordinated room set-up, **equipment** needs, **catering**, assisted in locating local **hotel/restaurants** for outside meetings.
- **Streamlining** channels for proper transmission of all **outbound communication** in a time bound manner.
- **Organizing** the weekly **town halls** for the entire office staff and corporate meetings for senior managers.

Travel Arrangements and Event Organization

- Booking all the **Hotels, Flights, Ground Transfers** etc. for the travel of the SVP, VPs and their teams.
- **Experience** in arranging complex domestic and international **Flights, Ground Transfers, Hotel** (Concur, HRG and GroundScope tool), preparing travel itineraries, assisting with Visas.
- **Negotiation rates** and dates with **conference halls, hotels** etc. for all external events involving the SVP.

Reimbursements & Time Sheets

- Updating the **weekly time sheet** for the SVP and VPs to plan the day to day appointments.
- **Collating** the SVP, VPs and their team's **official expenses** as well as filing them with accounts for **reimbursement**.
- Liaised with **Vendors**, tracked **invoice payments**, on **boarding of supplier**, manual, urgent and **one time vendor payments**, grants & donations
- Raising **purchase orders, order office supplies**, business cards & **office equipment**

Team management and Responsibilities

- Prepare **reports** and **presentations** to **project** decisions and **analysis** using **Excel** and **PowerPoint**.
- Streamlining **processes** to facilitate **achievement** of organizational **objectives, profitability** and Steering efforts in elevating client satisfaction and service quality.
- Keeping **high level** of **confidentiality** and **security** for all the **client documents**, deliverable and **records**.

Jet Airways

Sep '17 - Jan '19

Cabin Crew

Mumbai, IN

Jet Airways Ltd is an Indian international airline based in Mumbai. It was once the largest airline in India, with a 21.2% passenger market share in February 2016.

- Appointed as **Cabin Crew** in order to assist and assure the **safety of passengers**.
- Ability to **prioritize, multitasking** and managing overall in **flight services**.
- Implementing **regulatory rules, protocols** and ensure to duly followed.
- Responsibility of reviewing and **maintaining** appropriate **Inventory of Goods**.

EDUCATION

H.N.B. Garhwal University

Jun '14 - Sep '16

Bachelor of Science in Biotechnology

Uttarakhand, IN

Hemvati Nandan Bahuguna Garhwal University is a Central University, established in 1973, located in Srinagar, Uttarakhand in Northern India. The university is named after Hemvati Nandan Bahuguna, former Chief Minister of Uttar Pradesh.

ADDITIONAL INFORMATION

- **Language:** English, Hindi

KEY SKILLS

Process Improvement Travel Arrangements Scheduling Meetings Time Sheets Expense Filing Event Organization Purchase Orders
Multi-Tasking Manage Team Assure Quality

AWARDS AND RECOGNITION

- Received the "**Global Employee Recognition**" award for timely and efficient delivery.
- 2 times awarded the "**League of Champions**" award for outstanding performance.

TRAINING

- Attending regular **training** on various subjects for **enhancing my technical and interpersonal skills.**