

# KRITIKA SHARMA

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## SUMMARY

With over 4.5 years of HR service delivery experience, I have a proven track record in the HR Shared Services (HRSS) domain, demonstrating expertise in managing various HR operations and employee support functions. I possess significant experience with key Human Capital Management (HCM) systems, supporting HR and leadership teams with system transactions, and acting as a subject matter expert on employee and performance issues. My proficiency extends to Customer Relationship Management (CRM) tools, efficiently handling Service Centre operations, ensuring smooth onboarding processes, and effectively addressing HR and payroll inquiries.

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## WORK EXPERIENCE

eClerx

HR Service Delivery Senior Analyst

Jan 2020 - June 2024

- Acted as the primary liaison between employees, HR departments, and leadership teams, ensuring seamless communication and resolution of HR and pay-related inquiries.
- Managed end-to-end employee lifecycle processes, including onboarding, benefit operations, and talent acquisition support.
- Provided expert guidance and support to HR and leadership teams on system transactions and employee performance matters.
- Oversaw multiple departments within the Centralized HR Support organization, including Service Centre, Benefit Operations, Data & Organization Management, and Talent Acquisition Operations Support (TAOS).
- Generated actionable insights through comprehensive reporting and trend analysis, enabling informed decision-making and targeted change initiatives.
- Managed centralized HR support functions, including Benefit Operations, Data & Organization Management, Non-USA Support, and Reporting and Analytics.
- Provided insightful reporting and trend analyses, contributing to focused communications and transformative initiatives within the HRSS domain.
- Analyzed data to understand trends and develop actionable recommendations.
- Excelled in team management with a strong focus on HR compliance and audits.
- Led and implemented key transformations in the HR function.

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## PROFESSIONAL ATTRIBUTES

- **CRM Tools Proficiency:** Efficient in handling Service Centre operations and addressing HR and payroll inquiries.
  - **Reporting and Analytics:** Skilled in providing insightful reporting and trend analyses for focused communications.
  - **Team Management:** Experienced in leading teams with a strong focus on HR compliance and audits.
  - **Communication:** Strong communication skills, crucial in building relationships with stakeholders and ensuring a cohesive employee experience.
  - **Technical Skills:** Proficient in MS Excel and MIS, with a demonstrated ability to work within tight timelines, multitask, and collaborate cross-functionally.
  - **HR Operations Management:** Extensive experience in managing HR operations and employee support functions.
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## EDUCATION

### Master of Business Administration

2021-2023

Chandigarh group of colleges, Landran

- Specialization in HR and Marketing.
- Thesis on "Impact of training and development on employees working in a remote environment"

### Bachelor of Science

2018-2021

Chandigarh group of colleges, Landran

- Specialization in Biotechnology
  - Relevant coursework in Biotechnology applications and Bioinformatics.
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## SKILLS

- **Communication** : Effective communication is crucial in any role, whether it involves interacting with colleagues, clients, or stakeholders.
  - **Teamwork/Collaboration**: Highlight your ability to work well in a team environment, including your experience collaborating on projects and achieving common goals.
  - **Problem-solving**: Showcase your ability to analyze issues, identify solutions, and implement effective problem-solving strategies.
  - **Adaptability/Flexibility**: Demonstrate your capacity to adapt to changing circumstances, take on new challenges, and learn new skills as needed.
  - **Time Management/Organizational Skills**: Emphasize your ability to prioritize tasks, manage time effectively, and meet deadlines in a fast-paced environment.
  - **Leadership**: If you have experience leading teams or projects, mention your leadership skills, including your ability to motivate others, delegate tasks, and provide guidance.
  - **Critical Thinking**: Highlight your capacity to evaluate information, think critically, and make well-informed decisions.
  - **Conflict Resolution**: If applicable, mention your experience in resolving conflicts and mediating disputes in the workplace.
  - **Creativity/Innovation**: If relevant to the role, highlight your creativity and innovative thinking, including any instances where you've come up with new ideas or solutions to challenges.
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## CERTIFICATION

### Low Code No Code

- Issued by University of Toronto in 2023
  - Demonstrates proficiency in process improvement methodologies, contributing to enhanced efficiency and effectiveness in HR service delivery
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## AWARDS AND RECOGNITION

- Received the "Outstanding Performance" Award for year 2022 and 2023
- Demonstrated consistent excellence in exceeding performance expectations and delivering exceptional results, particularly in HR.
- Awarded the "Value Award" and Certificate of appreciation for consistently demonstrating dedication and core values within the organization.
- Awarded for delivering outstanding HR support and consistently exceeding service level agreements in HR service delivery.