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| **CONTACT ME AT**   |  |  | | --- | --- | |  | kinnysharma1230@gmail.com | |  | +97 1 - 558200721  +91 -8306353477 |     **EDUCATION**   |  |  | | --- | --- | |  | **2010:** MA (English Literature) | MDS University, Ajmer India | |  | **2007:** BA | MDS University, India |   **CORE COMPETENCIES**   |  |  | | --- | --- | |  | Operational Planning & Leadership | |  | Business Process Re-engineering | |  | Client Relationship Management | |  | Claims Processing | |  | Stakeholder Engagement & Management | |  | Procurement Operations | |  | Team Building & Leadership | |  | Inventory Management | |  | General Administration |   **SOFT SKILLS**   |  |  | | --- | --- | |  | Change Agent | |  | Collaborator | |  | Communicator | |  | Innovator | |  | Planner | |  | Thinker |   **IT SKILLS**   |  |  | | --- | --- | |  | MS-Office Suite | |  | Tally | |  | Oracle Inventory | |  | ERP |   **CERTIFICATIONS**   |  |  | | --- | --- | |  | Aptech Computer Education for Fundamentals |   **PERSONAL DETAILS**  **Date of Birth:** 28th June 1985  **Languages Known:** English, Hindi  **Present Address:** Abu Dhabi, UAE  **Permanent Address:** Jaipur, Rajasthan  **Nationality:** Indian  **Marital Status:** Married  **No. of Dependents:** NA  **Passport:** P3454135  **Visa Status:** Employment Visa  **Driving License:** Indian Driving License |  | **KINNY SHARMA**    **PEROSNAL PROFILE**   * **A versatile, accomplished & goal-oriented professional** with **over 8 years** of experience in **Operations Management, Process Improvement, Business Transformation, Procurement and General Administration** * Exposure in **formulating & maintaining Oracle ERP based business solutions** and best practices across process areas with extensive exposure & knowledge of **Consumable, Scientific, Medical Products** * Currently working as **Administrative Assistant** and effectively **managing inventory levels and the order purchase cycle** so as to maximise efficiency; **evaluated & processed claims** in accordance with policy terms 7 conditions, company policies & procedures according to **DOH productivity and quality standards** * **Administered inventory policy & procedures** including inventory levels and stock-out rate and approving disposal of obsolete or surplus materials * Ensured on time delivery and improved purchasing quality through setting up quality check procedures for suppliers and on-site personnel * **Managed the overall operations and enhanced** the operational efficiency by eliminating obsolescence and **achieving cost reduction through vendor development,** curbing rework & rejection, materials management and inventory control * **Supported Procure-To-Pay cycle including internal demand management**, specifications standardization,  auctions, bid evaluation, coordination with other departments, negotiations, PO administration & other post order activities * **People manager** with skills in **managing day-to-day operations** as per policies, addressing escalations, metrics, performance management & appraisals, analyzing training requirements and planning the required training sessions to improve skills and productivity of the members * **A Team Leader with strong interpersonal skills** able to conceptualize and modify the present system to optimize resources at all levels   **WORK EXPERIENCE**  **Jul’14 – Present: New Medical Centre, U.A.E. as Administrative Assistant (Pharmacy)**  **Key Result Areas:**   * Evaluating & processing claims in accordance with policy terms and conditions, company policies and procedures according to DOH productivity and quality standards * Ensuring that targets are met for department turnaround time, quality and productivity * Mapping & reporting back any type of claims observation or issues that may affect the process * Managing medical claims related queries and leading the team in implementation of quality assurance programs in order to maintain standards of quality and minimize fraudulent cases * Preparing & monitoring the annual stock and financial audits (2 internal & 1 external) * Spearheading & leading a team of 15 employees while managing the entire gamut of activities related to shift scheduling, leave management and volume management * Evolving plans to ensure uninterrupted business operations and attainment of business objectives * Preparing inquiry documents (technical & commercial) & floating inquiries to the suitable vendors; following up with the vendors to get the quotations on-time to avoid any delay * Managing overall operations with a view to ensure timely accomplishment of production targets within the time and cost parameters * Directing development and implementation of purchase/ procurement strategies and ensuring that plans are aligned with production requirements * Implementing and monitoring effective procurement schedules along with finalizing the specifications of the materials and establishing the quality & quantity limits for effective inventory control   **2011 - 2012: Aptech Computer, Jaipur, India as Administrative Manager**  **Key Result Areas:**   * Led a team of 6 centre employees * Reported & managed centre KPIs and submitted detailed reports of targets directly to Centre Head * Augmented & exceeded centre goals and objectives * Actively managed the admission process and provided excellent service standards to customers and students * Deployed a multi-channel approach and worked on marketing & student recruitment * Designed various learning packages & pricing options to attract new students |