

Nisha Sharma

Process Expert (Logistics and Operations)



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- 📍 Dubai, U.A.E.
- 📅 09/09/1997
- 🚩 Indian
- 🛂 Tourist Visa
- 💍 Married

PROFILE

- Operations/Project Management professional with over 4.8 years of experience in Finance and Operations.
- Proficient in managing teams for running successful process operations & experience of developing procedures, service standards for business excellence.
- Proficient at assessing organizational requirements to undertake real time decision(s) to manage resources and finances.
- Coordinating with seniors for providing inputs for process control & ensuring end to end complaint resolution.
- Excellent decision making, communication and interpersonal skills with proven abilities in resolving complex issues.

LANGUAGES

- English ● ● ● ● ●
- Hindi ● ● ● ● ●
- Marathi ● ● ● ● ●

PROFESSIONAL EXPERIENCE

A.P. Moller Maersk

Process Expert (Finance and Operations)

11/2021 – 12/2023 | Mumbai, India

- Monitoring 3 members for back-office operations for JKR team – Freight Forwarding Japan & Korea Team.
- Delivered and met all the KPI and SLA as per the objective set and ensured consistence performance improvement with increasing profits by utilizing the available resources.
- Participated in the tendering process by identifying suitable contracts, outlining evaluation methods, and determining suitable eligibility for Tender Committees.
- Coordinated pre-bid meetings and communicated with vendors/suppliers and relevant internal functions such as legal and finance to address contractual queries.
- Prepared tender documents as per the client's requirements inline with the company's bidding procedure and policies.
- Participated in Invoice Timeliness Project, created Agile successfully shown KPI improvement for consistent 3 weeks.
- Improvement in of quality of reports. Performed month end activities independently for JPN, turned all KPI into Green (Unbilled, Soft close).
- Follow up on open item before month end with Stakeholder to meet KPI and Smooth Month end. Ensured the correct Job Costing, Auditing performed to perform Controls and PA Tasks.
- Participated in co-location of process to Chengdu.
- Developed and executed customized finance reports for key clients like NIKE, PUMA, VESTAS, GE International, Schneider.
- Software applications employed and integrated include CargoWise1, SAP, and, Transport Management for Freight Forwarding (TMFF).

Accomplishments:

- Successfully performed as owner of OCE Import Japan process and proactively implemented new ideas in order to improve KPI.
- Nominated as Extra Mile award in 2023.
- Awarded as Star performer Jan 2023.

Accenture Services Pvt. Ltd.

Transaction Associate and Certified Business Trainer

09/2018 – 05/2021 | Mumbai, India

- Worked for BCBSNC which is a largest Health Insurance Company in U.S.A.
- Coordinating with clients on process improvement.

EDUCATION

Bachelors in Banking and Insurance

Kishinchand Chellaram College 

2015 – 2018 | Mumbai, India

12th Graduation- Commerce

G.M Sadhubella Girls JR. College

2013 – 2015 | Mumbai, India

10th Graduation

G.M Sadhubella Girls High School

2013 | Mumbai, India

CERTIFICATES

Certified Business Trainer (2020)

Accenture Services Pvt Ltd

MANAGERIAL SKILLS

Process Management	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Vendor Management	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Operations Management	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Procurement & Tender Management	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Performance Management	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Revenue Management	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Team Management	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
Transition Management	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>

- Making sure all tasks are completed in given time. Analyzing provider benefits and finalizing the requests.
- Dealing with health care transactions (Medicare) Providing floor support to the team in the absence of supervisor.
- Establishing team and staff targets as a reflection of the company's objectives.
- Working on different process as per client requirement.
- Providing training and support to the new hire. Audit the transactions which is processed by the team members also for new hire.
- Taking the error review for the team and some time for the queue also.
- Innovating the new idea how to improve the quality and production so new trainee can meet target easily.

AREA OF EXPERTISE

- Mapping business requirements and coordinating in developing and implementing processes in line with pre-set guidelines.
- Preparing various project reports for identifying areas of obstruction / defects, managing troubleshooting & providing adequate managerial support / services.
- Suggesting improvements in operations and processes; migrating systems to upgraded versions to achieve maximum efficiency in various operations; spearheading process improvement initiatives.
- Defining service standards and guidelines that serve as benchmark for excellent service delivery; preparing & presenting monthly / quarterly customer review decks pertaining to overall process performance.
- Overseeing the overall quality of the process and adhering to the process requirement
- Monitoring KPI and perform Audit to avoid month end hassle.
- Monitoring End to End process flow for FFW Submitted 1 Agile Annually.