**Garima Jhamb**

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# CAREER OBJECTIVE

Seeking for the rewarding and challenging role where my resourceful experience and skills will add value to organizational operations.

# EDUCATION / AWARDS

**Symbiosis School of Distance Learning, Pune**

Master’s in Business Administration (Human Resource) 2010-2012

**Guru Gobind Singh Indraprastha University, New Delhi**

Bachelor of Business Administration 2005- 2008

**All India Senior School Certificate Examination, C.B.S.E, S.S Mota Singh School, Delhi**

Class 12th (commerce) 2005

**All India Senior School Certificate Examination, C.B.S.E, S.S Mota Singh School, Delhi**

Class 10th  2003

# WORK EXPERIENCE

**Automotive Skills Development Council (ASDC) (May 2017- Present)**

 **Current Role**: Sr. Associate - Standards & Learning Resources

* Linkage with various Vehicle and Auto Component Manufacturers
* To increase experts for updating Qualification Packs (QP)
* Expand experts as per OEM's, Tier 1, 2 and 3
* Handle Expert group of Manufacturing, Diagnostics and Servicing, Research & Development and Road transportation
* Updation of QP with the help of industry experts
* Validation of QP as per automotive industry based on the NOS
* Create assessment criteria for Qualification Pack
* Managing & organising Expert group meetings for QP validation / revision
* Updating Occupational Map as per current industry standards
* Document preparation for updated or new QPs for Qualification Review Committee (QRC) at National Skill Development Corporation (NSDC) and National Skill Qualifications Framework (NSQC) at National Skill Development Agency (NSDA).
* Presenting QPs for final approval Qualification Review Committee (QRC) at NSDC and NSQC at NSDA
* Handling Training Partner’s for assessment and Recruitment drives.
* Managing events as per Industry and Company requirements.
* Work with the Program team to ensure a top-quality program delivery.
* Organize seminar for the benefit of students.
* Connect and engage with SIAM, ACMA and FADA member companies for skills training initiatives across various job roles (QP/NOS)
* Involved with Top Management of Automotive Industry regarding process description
* Working on new technologies like Industry 4.0 (Robotics Process Automation, 3D Printing, Big data, etc.) and Electric Vehicle.
* Review and finalize Curriculum, Content (Participant handbook, Trainer Guide)
* Engage and work with members of Manufacturing Expert Group; conduct regular meetings (once every 2 months)
* Create and review assessment question banks for various QPs
* Liaise with various central and state government officials on skills training schemes
* Be involved with preparing and training candidates for WorldSkills competition
* Work with NSDC officials for smooth execution of skills training programs

**Intelivisto Consulting India Pvt Ltd (April 2016-April 2017)**

**Role**: Manager- Corporate Relation

* Key Account Management
* Client interaction for
	+ Training Solution on Finance Based program
	+ Manpower requirement
	+ Generating Placement & Internship opportunity for students
* Prepare Proposals – Technical & Financial
* Managing Sales team and to ensure conversion of Prospective Clients
* Provide end to end solution to Clients on Service Offerings, Agreements, Implementation
* Work with the Program team to ensure a top-quality program delivery.
* Organize seminar for the benefit of students.
* Creating Content on Financial program like Reference Management, AML, Trade life cycle, Corporate Actions etc
* Content Upgradation for existing Financial Programs
* Regular updation of Website content
* Screening & Recruiting of Sales Team and Interns

**HDFC Bank (Aug 2014- Feb 2016)**

**Role**: Deputy Manager (Teller)

* Responsible for high quality service, customer relationship management, Queue Management & Branch Audit & Compliance
* High attention to detail, accuracy as well as customer service orientation
* Responsible for cash and customer transactions.
* Filing of End of day (EOD) Reports
* Cash Receipts, Deposits & Payments
* Handling the Banking System
* Handling Non-Cash transactions like DD/MC/TC, Fund transfer etc
* Register updation on EOD Cash position, Instruments Issued etc

# Royal Bank of Scotland, Shastri Park, New Delhi (February 2009 – July 2014)

**Role**: Subject Matter Expert (SME)

* Working in Mortgage department and handling 5 Sub-process: Redemption, Correspondence, Direct debit, Insurance and Deeds Tracking.
* Handling team of 20 Members and taking care of their-
* Quality and Production Evaluation
* Day to day queries
* Work allocation
* Brainstorming sessions within the team
* RCPS (Root Cause Problem Solving) preparation
* Coordinating and reporting to UK clients on daily basis
* Queries
* Data Management
* Analysis
* Future Planning
* MIS Reporting
* Migrating New Process with clients & Risk Team
* Designing and delivering the Process Presentation to Team Members and also to Manager’s.
* Coordinating and reporting to UK clients on daily basis
* Involved with Top Management regarding process description
* Preparing the MIS for Team Members and reporting it to Managers
* Process Training to New Joiner’s
* Assigning work to team member’s

**Previous Role:** Back End Officer

* Making security checks by identifying authority and matching borrower details and property address.
* Checking back office and flags on system.
* Checking previous records to get all information about the account.
* Calculating Capital due, net interest, daily interest and redemption charges as per different products.
* Generating Final redemption statements by compiling the above data.
* Maintain accuracy rate of more than 99% and production of more than 120% percent.
* Also worked as a Process Trainer for New Joiner’s.
* Quality evaluation for the team members.
* Designed Process presentation and delivered to team members and Manager’s
* Assigning work to team member’s

**Indian Oil Corporation Limited Trainee** Time Duration- Six weeks

Project- “Integration of Procurement System”

## SKILLS

Good communication skills | Leadership skills | Interpersonal skills | Coordination skills | Ability to work in a team effectively | Acclimatize to new environment easily | Hard working and zeal to learn new things | Computer knowledge - Microsoft Word, Access, Excel and PowerPoint.

## LEADERSHIP / ACHIEVEMENTS

* Was Awarded “**Spot Ovation**” for the month of June, December 2009 and January, March, June 2010 and February, May 2011 and Oct 2012 for best performance in the team
* Completed a Workout project titled "Automated daily interest calculator for multiple sub account in Mortgage Manager” and “Reduction of Paper Usage in Redemption Statement process”
* Was Awarded “**Silver Ovation”** for the month of Jan-March 2014 for reducing Exception rate of new migrated process.

## ADDITIONAL INFORMATION

Date of Birth: 14th July, 1987| Gender: Female | Marital Status: Single| Father’s Name: Girish Kumar Jhamb