

Sharmila S Nair

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Dubai Land, Remraam, Dubai, United Arab Emirates

PROFESSIONAL SUMMARY

ITES professional with over 17 years experience in various fields including Human Capital Management strategies within the Technology Industry (IBM, INTERTEC, SCB). Skilled at delivering data driven insights that measure success of implemented initiatives paving way for finding new opportunities helping to refine procedures through forecasting real time management , schedule analytics and developing leadership talent which help improve companies overall performance.

WORK HISTORY

11/2015 - 09/2019

IBM INDIA PVT LTD | BENGALURU, INDIA
WORKFORCE MANAGEMENT LEAD

- This role is responsible for managing the external workforce Hiring strategy for GTS SO Delivery.
- Also managing HR operations for 2500 Contractor's resources in GTS SO Responsibilities Include: -.
- Ensure Resource fulfilment from the project sign off till on-boarding for various sources (Internal/External).
- Ensuring optimal utilization through effective bench management, depopulation, project releases, compilation of Billed & Unbilled data and unassigned resources.
- Analyzing staffing resource tool to identify resource gaps, assigning resources to projects, correcting discrepancies in resource allocation and allocating resources on bench to various projects.
- Driving Resource Allocation Committee to monitor resource deployment, timely updates on forecast & release, forum to validate the staffing needs in Strategic Business Unit and developing plan and maintaining resource release forecast on a monthly basis.
- Managing - Promotion / Cascade New Logo and Projects Responsibilities Include: -.
- Promotion approval based on opportunity availability which in turn helps with internal capability building and locking talent within the organization.
- Creating and getting opportunities from the Geography to support eligible promotion and resource growth.



SKILLS

- Time management
- Workforce planning
- Risk management assessments
- Global client management
- Exceptional workflow management
- Management collaboration
- Leadership development
- Strong leadership abilities
- Effective leadership skills
- Client management technologies
- Customer relation management
- Office leadership

EDUCATION

University of Calicut
Kozhikode, Kerala
Bachelor of Arts: Sociology

University of Calicut
Kozhikode, Kerala
Master of Arts: Sociology

- New business adequately responded to and staffed.
- Ensure delayed staffing for new engagements is addressed with Management in the Delivery Centre as well as Geography.
- Part of the New Deal Solutions team.
- Approve and create capability for India Delivery center.
- Support Due Diligence, Knowledge transfer and internal transformation capabilities.
- Create and monitor Ramp Plans and Project plans.

04/2011 - 10/2015

IBM INDIA PVT LTD | BANGALORE, KARNATAKA, INDIA, INDIA

TECHNICAL SERVICES MANAGER

Business Management

- Ensure effective GDF (Global Delivery Framework) model implementation for the pool managed and also ensure a culture of continuous improvement is in place
- Ensure sharing best practices to enable the larger success of the GDF model in the organization to avoid/mitigate challenges others may experience in support of customers
- Ensure positive customer satisfaction and customer relationship is maintained

People Management

- Facilitate employees to understand the culture of IBM's Business Values, inclusive of Business Conduct Guidelines and helping employees gain an understanding of personal and technical development inclusive of the Personal Business Commitments and relative contributions which drives the outcomes
- Creating a positive environment through leadership, coaching, mentoring etc., while encouraging innovations and good ideas
- Focus on personal and professional development and appropriate certifications for team members
- Identify and develop future leaders with personal focus on mentoring and coaching Involved in Compensation negotiations for all Executive level hiring & Building market strategy & Hiring guidelines for new business units being set up in IBM India

12/2009 - 04/2011

INTERTEC SYSTEMS | Dubai, United Arab Emirates
TEAM LEADER

- Handling a team of 2 Team Leaders each responsible for Customer Service desk and On Call System Engineers.
- Desk top team has 12 members and there are 18 onsite engineers.
- Catering to the technical requirements of health authorities of Abu Dhabi & Dubai

- Handling the teams on a day to day basis to achieve the SLA levels set by the clients
- Meeting Dubai Health Authority for weekly meetings to update them and receive feedback to ensure continuous improvement
- Setting up targets for team and individuals etc. to achieve the SLA targets.
- Extrapolate reports and conduct one on one meetings with Team members to provide feedback
- Manpower allocations for all activities and publish rosters timely
- Have successfully completed the ISO 9001-2008 certification as Internal Auditor from Bureau VERITAS.
- Have been a part of the Internal Quality Audit team for the renewal of ISO 9001-2008 & have completed 4 internal quality audits in Intertec System, Dubai.
- In-charge of Internal Audit, In-process checks in the other internal departments, Handling CAPA (Corrective action Preventive action).

09/2003 - 12/2009

SCOPE INTERNATIONAL Ltd, SCB

Senior Technical Analyst

- Had a team of 6 Tech Support Executives reporting, was responsible for the performance of each member.
- Responsible for preparing the monthly roster, taking care of the Privilege & the Sick Leave.
- Was responsible for maintaining the SLA.
- Had to allocate the training schedules for each member & in turn balancing the staff.
- Handling escalations when required.
- Coordinating with the local support engineers to get the issue fixed if a physical intervention is required as in case of a hardware failure or a drive problem etc.,.
- Have been involved in training and developing my team to minimize the errors while logging calls and improving the customer experience.
- Have been part of various Quality, Customer Service projects involving improvement of Technical Resolutions handled by the IT Department.
- QUALITY PROGRAMS Finished Six Sigma Green belt training.
- Was part of IDEAL Project for cost cutting (Equal to Six Sigma, developed by SCB).