

**Shikha Sharma**

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**WORK EXPERIENCE** (5 years)

**1. Delhivery, Gurgaon (Dec 2015- March 2018)**

**Work Profile-** Senior Associate, Warehouse Management Systems

- Requirement gathering for Delhivery's **in house WMS**.
- Requirement analysis and documentation(Business Requirement document)
- New feature development as per the BRD
- UAT of new features
- Roll out of new features in FCs
- Training of users for new features rolled out in production
- Fixing bugs in existing and new flows,if any
- Documentation of new features- Standard Operating Procedures

**2. ITC Infotech India Ltd, Bangalore (June 2014-Nov 2015)**

**Work Profile-** Business Analyst, Customer Relationship Management

- Worked with team to respond to various Requests for Proposals (RFPs).
- Understanding the client's business process in detail and gathering all the functional requirements of the client.
- Putting all the requirements in Process Maps & Flowcharts for a better understanding of the team.
- Developing maps & flowcharts of the current (AS-IS) & future (TO-BE) business processes.
- Worked closely with tech team to help them understand how the final solution would look like.
- Working with the team to prepare various documents including Business Requirement Document & Functional Design Document.
- Conducting functional testing & ensuring that the developed solution is in compliance with the desired functionality.

**3. Goodrich Aerospace Services Pvt Ltd, Bangalore (June 2010-Nov 2011)**

**Work Profile-** Purchase Engineer, Evacuation Systems (Airbus and Boeing lines)

- Managed 6 International Suppliers for the Evacuation Systems.
- Placed Purchase orders and interacted with suppliers on their capability to meet business needs.
- Ensured timely delivery (OTD) of materials from the suppliers for all the product lines of Evacuation Systems.
- Identified items running low on stock and took actions accordingly.
- Revised and controlled the Safety Stock levels.
- Led the entire Stores team and played a key role in Inventory Management.
- Coordinated with the Planners for Demand Management.
- Managed the Consumable items and the Reorder levels.
- Contribution in achieving OTIF of 98% and improving the Inventory turns to more than 10 during Q3, 2011.

## ACADEMIC BACKGROUND

- **Master of Business Administration, Logistics and Supply Chain Management (2012 – 14)**  
University of Petroleum and Energy Studies (UPES), Dehradun – **90%**
- **Bachelor of Technology, Aerospace Engineering (2006 – 10)**  
University of Petroleum and Energy Studies (UPES), Dehradun – **75%**
- **XII, Indian Council of Secondary Education(2005 – 06)**  
Brightlands School, Dehradun – **69.40%**
- **X, Indian Council of Secondary Education(2003 – 04)**  
Brightlands School, Dehradun – **81.66%**

## COMPUTER SKILLS

SAP MM (end user), WMS