MEGHA ARORA

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Professional Summary

A self-motivated person with proven analytical skills determined to quickly solve complex problems independently. Highly skilled in Workforce Management, Planning and Forecasting with demonstrated proficiency in business analysis. Adapt at ensuring quality in various business environments. Specialise in developing practical internal and external communications techniques. Keen to find a challenging position that offers opportunities for career development.

Experience

Senior – Resource Management | Current
KPMG Global Services Private Limited, Gurgaon

- Experience in workforce management environment, performing forecasting and scheduling.
- Strong organisational skills; able to plan proactively and meet deadlines in a fast paced environment of constantly changing priorities.
- Prepared workforce schedules reports and plans.
- Designed and implemented short-term and long-term strategies.
- Monitored change requests and prepared related documentation.
- Managed a team of 500+ staff.
- Analysing real time needs and forecasting requirements.
- Determined and implemented Staffing needs based on forecasted requirements.
- Identified & resolved staffing needs on time.
- Liaising with client facing staff for staffing needs which includes client's engagements, holiday and training bookings and ensuring these are accurate and up to date on a timely basis
- Ensuring skills database are updated on an ongoing basis subject to resources completing engagements & trainings
- Publish & Analyse Weekly, Monthly & Daily reports such as utilisation forecast report, Availability report, Penetration Report and assisting with other ad hoc analysis and management reporting.
- Assisting with ad hoc projects relating to resource management and operational matters.
- Raise any potential resource issues and conflicts to the Engagement Manager/Partner and collaborate to solve these conflicts.

- Explore large dataset to understand business objective, gathering, analysing, and interpreting data to provide MI reports to Stakeholders.
- Maintenance of holiday, training, secondment, and exam pathway databases to capture up to date Bookings & Availability.
- Based on analysis, provide process improvement and operational improvements to management

- Assist managers for identifying Hiring requirement & doing Headcount planning.
- Drive utilisation for the team and plan Lending & Borrowing as per the capacity/needs in the team.
- Allocate client Adhoc work request within team and ensure that it's been picked up and delivered on time
- Dealing with day to day staffing issues.
- Keeping stakeholders informed about shortfalls and capacity in the team.
- To deal with the queries about KGS staffing, staff performance, resignations, trainings, double bookings/clashes etc.
- Initiating and implementing policies to maximise utilisation and minimising BBNW/sudden releases cases.
- Identifying, Leading and initiating Lending & Borrowing requirement of the team.
- Budget Planning: Working on Resource planning as per the Budgets received and resolve Clashes and Shortfalls to ensure accurate staffing for the next fiscal year.
- Helping Stakeholders with resourcing of UK Teams and have solely handled their team with limited/ No support.
- Providing recommendations for improved performance within the Workforce Management team.
- Liaising with Hiring team for future hiring of the team and raising potential Hiring needs.
- Coordinating with Learning & development team to make sure all relevant trainings are scheduled for the team and ensuring database is updated for the same.

SENIOR AUDIT ASSOCIATE | 12/2015 to 02/2018
KPMG Global Services Private Limited, Gurgaon

- Engaged in core auditing (end to end audit), Working closely with KPMG UK team.
- Have worked on big projects like British American Tobacco, Edwardian Hotels, Fujitsu, Honda, Nestle, KFC and many more etc.
- Worked for end to end Audit that is from planning Audit to sign off.
- Worked with Accounting Advisory Team on Project "DuPont". Specifically worked on carving out their numbers and advising them on their current position in the market after selling out some of their business.
- Worked with KPMG Audit Australia team on secondment to Australia KGS team for 2 months.

Professional Skills

- Strong quantitative skills; possesses advanced Excel skills including a strong knowledge of pivot tables and advanced data analysis

- Strong Power point skills, including graphical presentation of data.engance
- Analytical with strong mathematical skills, problem-solving abilities, and creative resolution skills
- Strong written and oral communication skills; people skills; responsiveness to Stakeholder needs; energetic and enthusiastic
- Strong technical skills; comfortable learning and effectively using a wide variety tools and software
- Strong planning skills; able to manage multiple priorities and tasks
- Proven ability to effectively interact with people and use appropriate decision-making skills

- Strong analytical and problem-solving skills, with the ability to define problems, collect data, establish facts and draw valid conclusions

Education

Institute of Management Technology, Ghaziabad - Ghaziabad, UP, India | Dual Post Graduate Diploma in Management
Specialisation: Operations Management and Human Resource Management

University of Delhi, Shivaji College- New Delhi, DL | Bachelor of Commerce Honors Specialisation: Accounting & Business Management

Accomplishments

- Received "Kudos" the work performed in busy season in 2016
- Received "Kudos" the work performed in busy season in 2017
- Received "Kudos" for setting up Resourcing Role in KGS Audit Public Sector team in 2019.
- Received "Above & Beyond" for performing well in 2020.
- Member, Kaizen-The Commerce Society of Shivaji College, University of Delhi.
- Member, Women Development Cell, Shivaji College, University of Delhi.
- Volunteer, the first Women Development Cell International Conference on Empowerment of Women in Developing World.

Interests

- Badminton
- Dancing

Languages

- English (*Fluent*)
- Hindi (*Fluent*)