

NIKITA SHARMA

OPERATIONS EXECUTIVE | PROGRAM & CLIENT OPERATIONS MANAGEMENT

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4+ YRS OPERATIONS EXPERIENCE	10+ INSTITUTIONAL & CORPORATE ACCOUNTS	200+ EMPLOYEES TRAINED / PROGRAM	~91% DIGITAL AUDIENCE GROWTH
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PROFESSIONAL SUMMARY

Results-driven Operations Executive with 4 years of experience driving operational strategy, institutional partnerships, and large-scale program delivery across education, corporate, and cross-cultural business environments. Owns the full program lifecycle end-to-end — business development, partnership negotiation, operational planning, budget and vendor management, and on-ground execution — across university, corporate, and international accounts. Brings a rare blend of operational discipline, stakeholder management, and hands-on creative/design execution (Photoshop, Illustrator), well suited to fast-paced, cross-functional environments where ownership and precision matter.

KEY ACHIEVEMENTS

- **Simultaneously managed 10+ institutional and corporate accounts** — including 5 concurrent university partnerships and multiple corporate clients — without compromising delivery quality.
- **Led a 200+ employee corporate training program (KOSME)** end-to-end — curriculum design, scheduling, certification — cited internally as a model for future corporate programs.
- **Scaled digital audience reach ~91%** (23K to 43.9K followers) across corporate client accounts through data-informed content strategy.
- **Owned full partnership lifecycles across 9+ major programs and events** — from pitch to execution — spanning university rollouts, international coordination (Guwahati), and B2B networking events.

CORE COMPETENCIES

Program & Operations Management

- End-to-End Program Delivery
- Process Improvement & SOP Development
- Workflow Optimization
- Risk & Issue Management
- Budget Planning & Cost Control
- Scheduling & Calendar Coordination
- Documentation & MIS Reporting
- Data Entry & Records Management

Stakeholder & Client Management

- Cross-Functional Stakeholder Management
- Client Relationship Management
- Client Servicing & Query Resolution
- Vendor & Budget Management
- Institutional Partnership Development
- MOU & Contract Coordination

Leadership & Delivery

- Cross-Functional Team Leadership
- KPI Tracking & Reporting
- Corporate Training Program Delivery
- Change Management
- Public Speaking & Executive Presentations

Design & Creative Production

- Adobe Photoshop & Illustrator
- Canva
- Brand Collateral & Promotional Design
- Content Shoots & Reels Production
- Video Editing

Tools & Platforms

- MS Office & Google Workspace
- Meta Business Suite & IG/LinkedIn Analytics
- Canva & Video Editing Tools
- Zoom / Google Meet

PROFESSIONAL EXPERIENCE

Operations Executive | *I-Kets, Gurugram, Haryana*

Jan 2024 – Present

- Spearhead end-to-end operational strategy and execution across educational, corporate, and cultural programs, overseeing 5–10 initiatives per year serving 200–500 participants across institutional and corporate accounts.
- Drive institutional partnership development and stakeholder management with universities, Korean organizations, and corporate clients — leading discussions from initial pitch through partnership closure and ongoing execution.
- Orchestrate planning and delivery of Korean Business Culture (KBC) programs, corporate training initiatives, and networking events across multiple corporate and university accounts (see Key Projects below).
- Own end-to-end social media, website, and LinkedIn presence for corporate client accounts, growing organizational digital reach ~91% (23K to 43.9K followers) through targeted content strategy.
- Streamline internal team coordination, reporting systems, and workflow optimization, improving execution timelines across concurrent projects.
- Serve as primary point of contact for troubleshooting and communication during live program execution, ensuring consistent delivery quality.

Documentation Executive | *I-Kets, Gurugram, Haryana*

Dec 2022 – Dec 2023

- Administered organizational documentation systems, operational records, and administrative workflows supporting program delivery.
- Coordinated registrations, reporting, and communication workflows across institutional education programs.
- Built the operational foundation across multiple concurrent initiatives that was later scaled into the Operations Executive role.

KEY PROJECTS

KBC — Korean Business Culture Employee Training Program (KOSME)

- **Program Delivery:** Launched and ran a 6-week corporate training program for 200+ employees, covering scheduling, attendance, assignments, and certification.
- **Curriculum Coordination:** Coordinated training modules spanning Korean Business Culture, AI Tools & Productivity, Social Media & Marketing, Presentation & Communication Skills, MBTI for Teamwork, and Problem-Solving & Workplace Collaboration.
- **Training & Facilitation:** Delivered training focused on workplace communication and business-culture fluency, cited internally as a model for future corporate programs.

Multi-University KBC & Korean Language Program Rollout — JNU, NDIM, PCET University, Manipal University & Mewar University

- **Program Expansion:** Launched and scaled the KBC and Korean language curriculum across Jawaharlal Nehru University, NDIM, PCET University, and Manipal University (including an online delivery format), with an ongoing rollout at Mewar University.
- **Stakeholder Management:** Coordinated trainer scheduling, curriculum delivery, registrations, and institutional stakeholder communication across five university partnerships simultaneously.

CCA School Partnership — Korean Language Education Program

- **Partnership Development:** Led full partnership lifecycle with CCA School — from pitch and stakeholder negotiation through closure and 2+ years of ongoing operational execution.
- **Operations Management:** Ran end-to-end class operations (scheduling, registration, attendance, reporting) and trainer coordination for the program's full duration.

India-Korea Job Match Fair — Pune

- **Event Operations:** Coordinated end-to-end logistics for an employer-candidate matchmaking fair connecting Indian job seekers with Korean companies.
- **Stakeholder Communication:** Managed employer and candidate coordination, scheduling, and on-ground execution to ensure a smooth matchmaking experience for all parties.

Project Living Lab — Guwahati (International Program)

- **International Program Delivery:** Managed complete planning and operational execution of an international collaborative program, coordinating with native Korean trainers and participating Korean brands/service providers.
- **Logistics & Venue Management:** Handled hotel bookings, venue management, scheduling, and certification processes, overseeing end-to-end on-ground event execution.

Client Digital Brand Management — Golfzon & HDG

- **Client Account Management:** Manage end-to-end social media, website, and LinkedIn presence for corporate client accounts Golfzon and HDG.
- **Content Strategy & Production:** Own content strategy, content shoots, reels production, and video editing, driving audience growth and brand consistency across all client digital channels.

Dowon Restaurant — Social Media Management (I-Kets Client Account)

- **SNS & Content Management:** Managed end-to-end social media presence for Dowon Restaurant over a 1-year engagement, owning content planning, posting cadence, and audience engagement as part of I-Kets client digital services.

Freelance Design Project — Avyaa

- **Brand & Design Support:** Delivered design work for Avyaa as an independent freelance client, applying Photoshop and Illustrator skills to brand and creative deliverables.

Katch Your Brand Event & B2B Networking Seminar — KOSME

- **Vendor & Logistics Management:** Managed registration, logistics, and vendor coordination for two flagship KOSME business events, driving high attendee engagement.
- **Cross-Team Coordination:** Coordinated cross-team communication throughout live execution, ensuring seamless delivery across high-attendance sessions.

Additional Institutional Collaborations

- **Documentation & Compliance:** I-Kets × Amity University — managed documentation and coordination for a student-focused MOU partnership.
- **Campaign & Enrollment Strategy:** UDI Impact Collaboration — partnered on promotional campaigns and enrollment strategy, improving program sign-up conversion across multiple institutional channels.

EDUCATION

Bachelor of Science (B.Sc.) — Gurugram University, 2021

LANGUAGES

English (Fluent) • Hindi (Native) • Korean (Basic)