



MANISHA PRADHAN

PROFESSIONAL OVERVIEW

More than 5 years of corporate BSU experience, specializing in training, PMO support, and cross-functional coordination. Skilled in onboarding, client communication, and sales enablement under BSEC, ensuring seamless operations and business efficiency.

CONTACT

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- [Linkedin Profile](#)
- DOB-May 9,1996

EDUCATION

JUN 2018: BCA:
Sikkim Manipal Institute of Technology

JAN 2015: POST MATRIX
Palzor Namgyal Girls School

JAN 2013: MATRICULATION
Palzor Namgyal Girls School

DISTANCE LEARNING:
MBA in Human Resources Management. (waiting for result)

SKILLS

- Project Management
- Office Administration
- Event Planning
- Microsoft Excel
- Calendar Management
- Microsoft Outlook
- Communication
- Problem-Solving
- Team Collaboration

RECOGNITION

- Rising Star (Jan-Mar 2023)
- Rising Star (Apr-Jun 2023)
- Rising Star (Jun 2025)
- WOW AWARD (Dec 2025)

WORK EXPERIENCE

Capgemini:

Process Associate | PMO & Cross-functional Team | Jul 2022 - Present

- Conduct training sessions for new joiners and provide ongoing support.
- Manage training schedules, invoices, bookings and coordination for Capgemini University Netherlands.
- Support PMO functions, ensuring efficient project execution.
- Function as a liaison between clients and internal teams for seamless communication.
- Drive cross-functional collaboration under BSEC, streamlining training programs, enhancing sales enablement, and optimizing business operations.

Concentrix Daksh India Private Limited:

Sr. Representative, Operations| Mar 2020 - Jul 2022

- Provide end-to-end user support for financial operations applications, ensuring seamless functionality and user experience.
- As a consultant and problem solver, addressing user queries, troubleshooting issues, and escalating critical cases when necessary.
- Manage multi-channel communication, including real-time calls, live chat, and email support, ensuring prompt issue resolution.

CERTIFICATION:

- Jetking Certified Hardware & Networking Engineer + Cloud V2 (Nov 2019-20)
- Human Resources Analytics (March 2025)
- Generative AI for Human Resource Professional (March 2025)
- Project Management Getting Started and Beyond (April 2025)
- Google Project Management: Foundation (April 2025)