

10249 New Devon Street, Munster, IN 46321
Ph: 219-713-4934
Email: nupursarora@gmail.com
www.nupursarora.net

Dear Sir/Ma'am,

Please find attached my resume for your review.

I am a bright and analytical business management, finance, and human resource management professional with vast experience in the for-profit and not-for-profit sector. I have a natural knack for leadership and strategic management.

As the director of business administration at the Food Bank of Northwest Indiana, I was instrumental in leading the efforts of the transition of the Food Bank from a broken barn in Gary – its home for 26 years – to the new and updated location in Merrillville, IN, in the summer of 2018. I led the charge for construction oversight, and the project was completed on time and within budget at less than 50% of the estimated contractor costs.

I worked tirelessly to completely revamp the human resource, finance, and administrative functions of the organization, to bring the organization to new heights of professionalism and growth. It's a brand-new Food Bank that has the potential to leave a legacy in the region and serve as an example of human grit, compassion, and determination. If you can dream it, you can do it! Also, what you can do as a team, you cannot do alone. TEAM = Together Everyone Achieves More!

I was actively involved in the design and strategic planning for the organization in terms of brand management, marketing, communication, direct mail, grants process and accounting, purchasing, operations and logistics, program development, as well as events and fundraising.

I won the 2019 Influential Woman Award in Nonprofits and the 2019 Lake Area United Way Trailblazer Award at the Star Awards ceremony in recognition of my work at the Food Bank.

With a natural knack for leadership and a high emotional quotient, I thrive working in and leading teams. My passion and enthusiasm are infectious. I can also be equally effective working individually with focus and reserve to crunch complex numbers and analyze data for strategic planning for organizational growth and development.

Human resource is especially close to my heart, and I went back to school for my HR certification to acquire the knowledge to serve the most important asset of an organization – its human capital!

Knowledge is power and knowledge shared is power multiplied. Together, we have the power to make the world a better place, one day at a time, and I look forward to a brand-new adventure if I am selected for a position at your esteemed organization that is a right fit within the scope of my functional areas of human resource, finance, and administration.

I look forward to hearing from you.

Sincerely,
Nupur Arora, MBA, PHR, SHRM-CP

NUPUR ARORA, MBA, PHR, SHRM-CP

PROFILE

- Business management professional with 25+ years of experience
- Exemplary and influential leadership abilities
- High integrity and ethics
- Well versed in Human Resource, Finance and Administration

CONTACT

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www.nupursarora.net

HOBBIES

Reading
Current Events
Volunteering - social causes

LINKEDIN

www.linkedin.com/in/nupur-arora-mba-phr-shrm-cp-94089956/

SKILLS

ADMINISTRATION

- Strategy & Design
- Organizational Development
- Contract Management
- Vendor Management
- Facilities Management

HUMAN RESOURCES

- Conflict Resolution
- Counseling
- Training & Education
- Payroll & Benefits Administration
- Performance Evaluations
- Management by Objectives
- Orientation & Onboarding
- Employee Handbook
- Experience with ADP TotalSource and ADP RUN
- PeopleSoft HR
- 401K Administration

EDUCATION

Masters in Business Administration (MBA) 2012-2014 Purdue University, IN
Bachelors in Science (BS) 1989-1993 Delhi University, India

WORK EXPERIENCE

Director of Finance & Administration (volunteer) **Finance & Administration** **Continuum of Care of NWI, Gary, IN** **September 2020 – Current**

- Oversee programs and services for addressing the needs of homeless and special needs populations
- Oversee grant accounting and close out reports
- Oversee Indiana HIMS Database management and client intake

Management Consultant (freelance) **Strategy, Programs & Services** **Safe Coalition for Human Rights, Munster, IN** **June 2020 – Current**

- Design and development of programs and services for victims of human trafficking, children in foster care, youth and families
- Online training, education, and therapy
- Rehabilitation via housing and wrap around support services
- Grant research and writing; grant accounting and reporting
- Social media marketing of programs and services
- Board development, governance, and board liaison
- Outreach and corporate support for economic social governance

Director of Business Administration **HR, Finance & Administration** **Food Bank of NWI, Inc., Merrillville, IN** **February 2017-June 2020**

- Performed at the vice president level of leadership to oversee the complete strategy, design, construction, and transition of the Food Bank to the new and improved facility in Merrillville, Indiana
- Implemented the purchasing and accounting software and processes
- Created the finance and administration policies and procedures
- Consolidated the grant accounting, monitoring, and reporting process
- Worked as a controller to oversee accounts receivable/payables, financial reporting, budgeting, forecasting, internal audits and controls
- Developed and monitored business performance metrics, risk management, and ROIs
- Coordinated activities of external CPA and auditors
- Implemented new payroll & benefits PEO (ADP), employee handbook
- Responsible for hiring, onboarding, training, disciplinary action, terminations and documentation, garnishments/unemployment claims
- Oversaw other and miscellaneous human resource generalist functions

Operations Director **HR, Finance & Administration** **Indiana Dunes Tourism, Chesterton, IN** **December 2015-February 2017**

- Responsible for accounts receivable/payable, financial reporting, budgets, cash flow monitoring, annual state board of accounts audits
- Front desk management and point of sales, oversaw center operations
- Human resource generalist duties with hiring, training, performance evaluations, documentation, policy, disciplinary actions/terminations

Adjunct Instructor **Business Administration & Human Resource** **Brown Mackie College, Merrillville, IN** **January 2015 to December 2015**

- Worked as an adjunct instructor and taught courses in business management and human resources to undergraduate classes

NUPUR ARORA, MBA, PHR, SHRM-CP

MARKETING

- Messaging
- Communication
- Direct Mail
- Social Media Marketing
- Proficient in copy writing, editing and proofreading
- CRMs: Salesforce, Simpleview
- Project Management
- Event Management
- Microsoft Office: Word, Excel, PowerPoint, Access, Publisher, Outlook

FINANCE

- QuickBooks Desktop
- QuickBooks Online
- Budgeting
- Cash Flow Tracking
- Forecasting
- Trend Analysis
- Account Reconciliations
- GL Journal Entries
- Financial Statements
- GAAP Accounting
- SOX Compliance
- Internal Controls
- Corporate Governance
- Audits
- Purchasing
- Invoicing
- Account Receivables
- Account Payables
- PeopleSoft Financials
- Form 990 Review & Preparation
- IT document Retention and archival
- IT Infrastructure Liaison

Director of Operations **HR, Finance & Administration** **Resource Management, LLC, Dyer, IN** **January 2015 to September 2015**

- Responsible for property management, vendor and contract management
- Responsible for account payables, account reconciliations, and monthly financial reporting to board

Director of Operations **HR, Finance & Administration** **NWIHRC, Merrillville, IN** **January 2006 to September 2012**

- Responsible for volunteers and event management, vendor/contract management
- Responsible for budgeting and accounting, bookkeeping, and payroll administration
- Oversaw customer relationship management, outreach and fundraising
- Conducted CME programs and events for the Indian Medical Association

President & CEO **Freelance Project Management** **Optimal Project Management, Munster, IN** **September 2000 to Current**

- Freelance project management in human resource, finance and administration

Project Manager **Continuing Medical Education Programs** **PRAGMATON, LLC Chicago, IL** **January 1998 to September 2000**

- Responsible for project management including proposal development, program design, development, and execution
- Managed multidisciplinary project teams
- Oversaw purchase order issuance and vendor invoice approvals, vendor management, event management, budgets, content development, copywriting, editing, design and marketing for
- Programs conducted:
 - CME/CE Women's Health Audioconference & Audiotape Series
 - CME/CE Women's Health Program – New Issues in the Prevention and Treatment of Osteoporosis
 - CME/CE SERMs and Postmenopausal Health Audiotape Program
 - Evista (Raloxifene HCl) Market Research Summit
 - CME/CE Diabetes Audioconference Series
 - Diabetes Education Initiative - A Four Phase program

Area Manager/Associate Medical Education Services **Eli Lilly & Co., LTD – New Delhi, India** **September 1993- September 1997**

- Responsible for pharmaceutical sales - product placement and promotion, supplies' distribution, inventory
- Worked in association with field force to improve and enhance opportunities for CME services in India
- Worked on computerized database, Internet Medline and Ovid programs to provide medical information to health care professionals
- Handled archival, reporting and auditing of Adverse Drug Events
- Budget tracking and reporting for the medical department

CERTIFICATIONS

- PHR (Professional in Human Resources) – December 2014 – Current
- SHRM-CP (Society of Human Resource Management Certified Professional) – July 2015 – Current

AWARDS

- Winner – Northwest Indiana Influential Women's Award 2019 – Non-profit
- Winner – Lake Area United Way STAR Awards 2019 – Trailblazer Award 2019
- Academic Excellence Award – Who's Who Among Students in American Universities and Colleges – for merit and accomplishment 2014
- Featured and recognized in The Times NWI and Asia Times NWI as a key directorial contributor at the not-for-profit NWIHRC; nwitimes.com 2011
- MD's Award for Excellence and Courage in the design, development and successful implementation of the Diabetes Symposia Series 2000
- 1 of 5 in Asia and 1 of 15 globally (among 106 countries) to receive the prestigious Lilly Research Laboratories President's Recognition Award for Excellence, Extraordinary Team Effort, and Creativity 1996
- Certificate of Excellence recognizing outstanding performance in the country and for surpassing sales targets 1996
- Letter of recognition from August M. Watanabe, M.D., Executive Vice President Science and Technology, Eli Lilly & Co. USA
- Letter of recognition from Alfonso J. Alanis Ortega, M.D., Vice President Science & Technology, Lilly Research Laboratories, USA
- Quarterly and Annual incentive and Silver Medal for 'Breaking Even' and achieving the company goal of earning the first unit of profit in 1996.
- Scroll of Honor in recognition of outstanding performance in 1994 and for achieving highest sales in the country for Cefaclor suspension and Dobutamine

LINKS

- www.youtube.com/watch?v=nVtohOpm5yl
- www.chicagotribune.com/suburbs/post-tribune/ct-ptb-influential-women-st-0929-20190927-uufijk3iffdjlgtjzsi6zxkku-story.html
- www.chestertontribune.com/Duneland%20Community%20News/influential_up_and_coming_women.htm
- www.nwindianabusiness.com/community/business-news-bits/northwest-indiana-influential-women-honorees-for-2019-named/
- www.insideindianabusiness.com/story/41125402/influential-women-of-northwest-in-honored
- www.buildingindiana.com/over-800-people-celebrate-nwis-influential-women-winners/
- www.facebook.com/FoodBankofNorthwestIndiana/posts/congratulations-to-our-director-of-business-administration-nupur-arora-for-being/10162284061710024/
- www.portagelife.com/community/serving/69600-food-bank-of-northwest-indiana-announces-new-72-000-square-foot-facility
- www.nwitimes.com/news/local/food-bank-gets-new-home-expands-reach-in-lake-porter/article_4ec76d21-a850-52f0-86bf-7e03868accfc.html
- www.chicagotribune.com/suburbs/post-tribune/news/ct-ptb-food-bank-nwi-building-st-20180502-story.html
- www.chestertontribune.com/Environment/indiana_dunes_visitor_center_get.htm
- www.insideindianabusiness.com/story/31549073/indiana-dunes-tourism-announces-board-and-staff-members
- www.nwitimes.com/news/local/lake/merrillville/indian-community-blossoms-in-nwi/article_4e98dd43-c86f-55aa-8cbc-e8d059d6d3d9.html

FUNCTIONAL AREA EXPERTISE

HUMAN RESOURCE MANAGEMENT:

- Responsible for payroll, employee benefits and compensation, retirement plans, worker's comp, unemployment insurance, employee handbook, policies, and state and federal compliance
- Responsible for employee relations, policy development and documentation
- Responsible for screening, interviewing, hiring, orientation and onboarding of new employees
- Responsible for training, coaching, counseling, and mentoring employees and supervisors
- Involved in annual performance appraisals and management by objectives
- Responsible for performance management to align with and meet organizational strategic plan
- Responsible for improvement of systems for organizational learning and development
- Responsible for designing and conducting training programs for talent management and succession planning

FINANCE & ACCOUNTING:

- Responsible for overseeing all financial operations and directing corporate financial planning and structure including developing, tracking and managing organizational and program budgets, cash flow analysis and monitoring, monitoring capital expenditures, reserve account stability, operating account stability, restricted funds and spending, accounts payables and receivables
- Responsible for monthly account reconciliations and reporting
- Responsible for coordinating, analyzing and reporting financial performance to management and board of directors
- Responsible for preparing short and long-term financial forecasts of financial performance for use with internal management and external parties
- Responsible for overseeing audit and tax functions, coordinating activities with outside audit firm and reviewing firm's performance
- Responsible for liaising with accountant, treasurer, bank and government officials

BUSINESS MANAGEMENT/ADMINISTRATION:

- Responsible for overall business operations: providing directorial and consultant services in project management, product/program development, customer relationship management, brand development and management, social media marketing, vendor assessment and management, contract management, grant management and accounting and new business development; purchasing/procurement and accounting
- Involved in initiating, designing, developing, and implementing programs for organizational development and advancement, via strategic planning, accounting, and auditing of systems
- Responsible for developing and maintaining policies and procedures, standard operating procedures and best practices, and tools and processes that support ongoing learning & organizational development
- Responsible for developing meaningful, cooperative, and long-lasting relationships with funding agencies, community organizations, customers and clients, organizational work force, board of directors, local, regional, state and national businesses, civic and not-for-profit organizations, government agencies and boards, as well as government officials, as a basis for the ongoing development of strong initiatives
- Responsible for warehouse operations' financial and compliance oversight, federal, state and local regulatory compliance and inspections; compliance oversight for USDA audits, AIB audits;
- Proficient in copy writing, editing, proofreading, printing and publication of advertising and marketing materials
- Responsible for overseeing building and grounds maintenance, equipment, and IT infrastructure

MEMBERSHIPS

- NWI Influential Women Association
- NWI SHRM
- Society of Human Resource Management – national chapter
- Human Resource Certification Institute – national chapter
- NWI Hindu Religious Center
- NWI Indian Medical Association

VOLUNTEER WORK

- SAFE Coalition for Human Rights (SAFECHR) – volunteer consultant executive director
- Continuum of Care Network of NWI – volunteer consultant director of finance and administration
- Legacy Foundation – Scholarship review committee
- Lake Area United Way – volunteer (events)
- NWI Influential Women Association – awards banquet/education and networking committee
- Mental Health America of NWI – volunteer support for community events and outreach
- Munster Rotary – volunteer support for community events and outreach
- Meals on Wheels – volunteer (deliveries)
- Food Bank of NWI – volunteer (food packaging and distribution)
- Indiana American Cultural Center – volunteer – cultural & educational activities & events
- Northwest Indiana Indian Medical Association – volunteer – events & CME Programs
- Northwest Indiana Hindu Religious Center - volunteer – events & temple activities
- Chinmaya Omkara – Sunday school of spiritual learning & vedantic studies – volunteer – cultural & educational activities & events
- HUM Youth Group of Northwest Indiana - mentor, coach & guide
- Other miscellaneous community events and programs focused on improving the life of individuals and supporting the communities we live/work in