

CURRICULUM VITAE (CV)

Name of Expert	NARMADA DUBEY
Date of Birth (day/month/year)	23/08/1986
Marital Status	Married
Citizenship/Residence/City	Indian/India/Gwalior (Current City-Delhi-NCR)
Contact (Mobile/Email)	09179921350 & 8448243126/namit.kush@gmail.com

Qualification

Degree	Year of Passing	Institute/ University	Major / Specialization
M.C.A.	2010	R.G.P.V University	Computer Application
B. Sc	2007	Jiwaji University	Computer Science
Intermediate	2010	M. P. Board	Math, Physics, Chemistry
High School	2002	M. P. Board	All

Key Strengths:

Skills	Hard Working & Multitask Skill
MIS & Reports	MIS, Reports Management & Technical Documentation, ensuring value add through MIS
Administration	Managing IT infrastructure, Day to Day IT Activates and Work Closely with end users/customer to Enhance user/customer satisfaction
Facility Management Services	Project base FMS, Helpdesk, NOC, Services included- hardware, IT & Non-IT infra components availability & defined end-to-end
Team Handling	Handle whole team in the Absence of TL, Guide team about the issue resolution and provide the training to new joiner.
Office Management	Office Administration, Office Management, Local Budgeting, Asset Management, Data Security, Coordinator, Application Support, Client Management
Technical Strengths	Project Management, Data Analysis, MS Office, Internet Surfing, Mail Handling, Windows2010/Windows XP,TVS Printer
Others	I like to be work with dedication and perfection

Professional Experience:

Since July'22 to till Now: Nityo Infotech Private Limited

- Working in IOCL (Indian Oil Corporation Limited) Project as PMO Coordinator.
- Provide Training about the IOCL application (Siebel based applications) to new Joiners and handling the team absence of TL and monitoring the tickets, resolving within SLA and assign to L2 team. Taking follow-up for ticket resolution with L2 & L3 team.
- MIS-sharing the reports to the client and analysis the pendency and the issues, resolving the issue within SLA and Making Roster, work divided within team and guide to the team about the issue resolution.

Since Sep, 2021 to 31st May'22: Value Point System Pvt. Ltd. New Delhi

- Working in MCA21 Project (Ministry of Corporate Affairs.) with Larsen & Toubro InfoTech Ltd as MIS Executive.
- MIS - typically analyzes business problems and then designs and maintains computer infra & applications to solve the organization's problems, - prepare & maintaining all project reports - Daily, Weekly, Monthly, Quarterly, Yearly, SLA Violation Dashboard, RCA. And ensuring value add through trend Analysis besides uptime and availability
- Monitored ticket system & Real Time Tickets Assignment, and resolve within SLA, L2 Level Technically Support to Team, and Active involvement in escalations, follow-up & coordination for ticket resolution with L3 Team for Pending issues,

Since May, 2021 to Aug 2021 Venue Mangla Sons Chandigarh

- Working as a Back Office executive In Marketing with Mangla Sons in Chandigarh.
- Handle files, Purchase gifts for the Customers, Maintain Customers Details & Sales Record, also maintain the Budget and Expenses of Marketing, Order for Printing Pamphlets & Leaflet to the Vendor, and Allocate the location to the Vendors for publishing these Pamphlets into Wall. I was also post product information in social media like Instagram, Face book etc
- I was Contact to all vendors in every hour and assure that work finish on time. Maintain invoices and Clear Vendor's Bill. Clear Insurance Policies of the Employees from the Bank Through Mails & Calls.

Since Dec, 2010 to July 2012 Venue: CMC/TCS Private Limited Noida.

I have 1.6 year experience on E Governance Project worked as an SPOC/Facilitation Manager at client location (Gwalior) in MCA21 Project, Managed by TCS including two states Madhya Pradesh and Chhattisgarh. Worked in following domains.

- Coordinator between MCA&TCS at State Level. Handle Project on Client Location, Office Management, Assets Management, Office Administration, Local Budgeting, Data Security & Data Management.
- Provide training to the Client, Application Support (Back Office Support), Monitoring of Tickets raised by ROC Staff and Tracking to Closer By mail & Calls. Escalation of urgent problem for immediate resolution. Repairing Systems by Hardware Engineer, Servicing AC, and Generator on Quarterly basis by Mechanic, Maintain Local Budget & Expenses, and Purchase Battery for Backup. Check: Application work properly after switching Server.

Projects & Clients:

- Projects: MCA-21
- Clients: * Larsen & Toubro Infotech Ltd * Infosys * Ministry of Corporate Affairs (MCA)

Narmada kushwah

Date: May 2022

Name of Expert:

Signature :