



HEMANT KUMAR SINGH

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OBJECTIVE

I like to solve problems. Throughout my career, I have been driven by my intellectual curiosity to find answers to the most pressing questions. Being an introvert, I have been blessed with exceptional observation skills which allow me to see the 'neglected' and find the 'road not taken'. I would like to continue my career with an organization that will utilize my MANAGEMENT, SUPERVISION & ADMINISTRATIVE skills to benefit mutual growth and success.

EDUCATION

- **UPTU**
2012-2016
Bachelor of technology
67.52

EXPERIENCE

- **Keystone security services**
02-2020 - 08-2020
Video analyst
 - 1) Overseeing security threats and acting as an added arm of US Law enforcement.
 - 2) Risk analysis based on weekly/monthly data.
 - 3) Segregating sites based on risk factor.
- **EZ**
09-2020 - 09-2021
Associate/Senior associate
As part of the operations team, my primary duty was to manage assignments primarily translation process, which include:-
 - 1) To ensure all incoming work is allocated to high quality translators in our network.
 - 2) Follow up with translators and proofreaders.
 - 3) Communicate with clients to ensure the high quality of service.
 - 4) Work on MS Office and MS Word.
 - 5) Proofread translated documents, and provide feedback to translators on their work
 - 6) Run translator onboarding process.
- **EZ**
09-2021 - Present
Project manager Team Lead
 - 1) Acting as the first point of contact for all incoming project related queries
 - 2) Price and timeline negotiation with the clients and ensuring the deadlines are met.
 - 3) Vendor management in terms of pricing and service quality.
 - 4) Hiring vendors on contractual and freelance basis.
 - 5) Identifying operational issues and devising goals and plans to address them.
 - 6) Assigning tasks to individuals and departments.
 - 7) Dividing tasks appropriately according to departments.
 - 8) Monitoring progress within each department toward goal attainment, utilizing measurable data in spreadsheet applications.
 - 9) Communicate with clients to ensure the high quality of service.

SKILLS

- Project management
- Vendor management
- Strategic planning
- Microsoft excel
- Microsoft PowerPoint
- Customer service
- Client relations
- Operations Management
- Team leadership
- Workflow planning

ACHIEVEMENTS & AWARDS

- Fastest to climb the ladder from an associate to team lead in the organization.
- Lead the research in introducing a new service line for the organization.
- Ran campaigns which contributed to 10% of company's revenue.

INTERESTS

- Traveling
- Movies
- Chess

LANGUAGES

- English
- Hindi