

GAURAV SINGHAL

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SENIOR LEVEL PROFESSIONAL

Operations Management / E Governance / Capacity Building / Project Operations

An Overview

- Operations Management
- Process Management
- Capacity Building (Providing Training on ERP to the team)
- Field Services and Transition Operations
- Team Management
- Project Management
- MIS Report & Auditing
- Problem Management Reporting
- Escalation management for any reported escalations
- Managing and coordinating the operations planning process including supply chain management, demand forecasting and inventory management and on time delivery.

Core Competencies

- Managing large enterprise service contract (Managed Service Provider- MSP) from administration, execution, field operation, transition management & maintenance prospective.
- Designing the best technical solution to solve business requirements and ensures the quality of the solution
- Support the creation of the implementation plan
- Worked closely with the state-level government officials, allied departments, state level Senior Citizens committee and the management and the executive teams
- Organizing review meetings with the Management & Executive teams in monthly, quarterly, half yearly and annually on the performance in the development of the program.
- Organizing on improving professional skills, capacity and team cohesion for management and executive teams for strengthening them.
- Assisting in procurement of required services for the project implementation and ensure that requirements of the Authority in matters related to EOI /LOI/RFP/Contracts are suitably addressed
- Demonstrated experienced in the practical implementation of detailed project plan.
- Monitoring overall functioning of processes, identifying improving areas and implementing adequate measures to maximize the Quality level. Making significant contributions to the quality and the quantity of institutional partnerships and partnership with the government.
- Coordinating with incident, change ,event, capacity management team members

Employment Details

ADG Online Solutions Private Limited (5th July-21 to 12th Nov)

Manager – Operations- Key Responsibilities

- Managing, motivating, scheduling, technical support, training, and directing field and office survey teams
- Serving as a technical lead to ensure that surveying projects, programs objectives, and other assignments are accurately completed.
- Building the capabilities of team by providing the regular trainings in resource planning
- Strong analytical, communication and interpersonal skills, and the ability to focus with close attention to detail
- Managing in developing and maintaining excellent client relations (Government and supporting the team with the strategic business development
- Managing various surveying activities of significant magnitude in terms of complexity, cost, time constraints, internal and external staffing, and equipment.
- Performing scheduling, supervision, coordination, and direction of survey teams and office staff.
- Providing direction to survey teams, including assignment of individual responsibilities, tasks, and technical guidance.

- Identifying needs and allocate appropriate resources to complete specific project tasks ontime.
- Continuallymonitorindividualprogresstoensurespecificdeadlinesandtechnicalproficiency aremet.
- Provides technical training for field survey teams and office survey personnel in the use ofSoftware, Listings, andScheduling.
- Provides development of procedural standards for the field and officeprocedures.
- Coordinates field survey requests directly with clients, sub-contractors, andsuperintendents.
- Reviews bid invites, develops cost estimates/budgets, and preparesproposals.
- Supervises and or performs property, boundary, and titlereasearch.
- Activelyinvolvedinbusinessdevelopmentopportunitiesandexpandingerviceopportunitiesinthe Geometrics sector.
- Monitor, Report and achieve thetarget

EAGLE SOFTWARE INDIA PVT LTD- (Period-Oct-11- July-18)

ASSISTANT REGIONAL MANAGER- Key Responsibilities

- Handling e –government project in West Bengal and having hands on experience in capacity building to the team of 350 subordinates (including technical team based on ERP solutions, District Managers & Coordinators) to drive the government projects in West Bengal for 7 years, in Haryana and MadhyaPradesh.
- Responsibleforchangemanagementofallcontracts.Coordinate withconcernedresourceson Change management
- RegularInteractionwithallthevendorsattheirseniorlevelstoescalate&resolveanyoperational project related matters & Responsible for project management anddeliverables.
- Monitoringtheprogressofvariousprojects/contracts beingundertaken/tobetaken,ensuremonitoringthe performance on field services and transition process by getting daily, monthly work done reports by utilizing dashboardtools.
- AssistUIDAIkeyProjectManagementknowledgeareaslikeScope,Risk,Quality,Human Resources, Time, Cost and Communications pertaining to MSPContract.
- To receive requisition of Product requirement on sites for all ongoing projects and the same need to besenttotheProcurementteam.Ensuringthateammembersbringtheirindividualskills,expertise and competencies to form a cohesive and supportive team to achieve goals and objectives in an accountablemanner.
- To keep repository of all operational hardware or software related PO of allprojects.
- To manage the billing & payment of all Service Providers being used across allprojects.
- EffectivelyinterfacebetweentheProjectoffice&ProcurementTeamtoensurethedeliveryofproducts& also for the vendorpayment
- To keep repository of all vendor payment beingmade by Finance.
- Preparation/Review of MIS reports on ongoing basis for Districtsreporting

Achievements:-

Handled two majors Government projects such as UIDAI (Aadhaar Card Project in West Bengal, Socio- Economic Caste Census in Haryana & Madhya Pradesh)

INDIA INFOLINE LTD- (May 2010 – Jan 2011)

ASSISTANT OPERATIONS OFFICER- Key Responsibilities

- Verifying the IT modules (Banking Domain) for the Gold Loan setup.
- Verifying the Gold Loan reports for all Branches, reconciliation & placing cash request for PANIndia
- Handling escalation mails related to the Loan & insurance bookings for PANIndia.
- HandlingInsurancebookingsforPANIndiaandSendingMIS tohigherauthorityonweekly basis
- Collecting reports from all branches on dailybasis.
- Consolidating the reports related to their assigningproducts

CITI E-SERVE - (Apr 2008 - Aug 2009)

JUNIOR OPERATIONS OFFICER- Key Responsibilities

- Tracking all incoming volumes for Chargeback through mail and Fax, handling all ageing cases.
- Updating all the disputes regarding credit cards in the internal trackers & handling Client Queries
- Analyzing all incoming cases and preparing check list & sending daily and weekly MIS to the client
- Raising Retrieval Request Chargeback for the disputes in VISA Credit Cards.
- Tracking all the Retrieval Request cases and raising charge back for no reply after certain time frame.
- Analyzing response documents from acquiring bank and sending to the cardholder in case of valid documents.

ACHIEVEMENT: Received Six Sigma Yellow Belt

Certificate CAMS- (October 2005 – April 2006)

ASSISTANT PROCESSING OFFICER- Key Responsibilities

- Worked in Standard Chartered Mutual Fund Department
- Approval of Redemption Application and Verifying the Investors Signature
- Verifying the NIGO (NOT IN GOOD ORDER) in SIP (Systematic Investment Plan) Unit
- Clearing the Queries regarding the and Updating the PDC (Post Dated Cheques) of the Investors
- Generating the Account Statement of the Investors regarding their Mutual Fund Scheme
- Generating the Reversals letters of the Investors (if Any)

ProgreXions Tele Axis [P] Ltd- (Feb 2001 – March 2002)

REPORTING OFFICER - Key Responsibilities

- Preparing daily & weekly reports.
- MIS reporting to the Immediate supervisor
- Verifying & clearing the data with system data
- Downloading reports from the system on weekly basis
- Preparing data for Auditing and Samples testing & verifying the nature

EDUCATIONAL QUALIFICATIONS

- MBA (HR & Marketing) in 2008
- B.Sc (Mathematics) in 2005

PERSONAL INFORMATION

- Date of Birth : 1st Oct 1980
- Languages Known: Hindi, English, Tamil & Bengali
- Passport : Available