

PAVNESH KUMAR

(Trainer and Business Facilitator, GeM)

Education:

- ✓ Pursuing Master of Science (Information Technology) from Sikkim Manipal University
- ✓ B.A in Journalism & Mass communication from Sikkim Manipal University
- ✓ Diploma in Multimedia & Animation Course from Oxford Software Institute
- ✓ Diploma in VFX course from Oxford Software Institute
- ✓ National Certificate in modular employable skills in Web publishing
- ✓ National Certificate in modular employable skills in Print Publishing
- ✓ National Certificate in modular employable skills in Computer Fundamentals
- ✓ National Certificate in modular employable skills in MS Office and Internet
- ✓ Internship in Basic Techniques of Television Production at Doordarshan Kendra

Software Known:

MS Office, Corel Draw, Adobe Photoshop, Adobe Flash, HTML+CSS, Adobe Dreamweaver CS4, Adobe Premiere pro CS3, Adobe After Effects CS3, Final Cut Pro, Cute FTP, Sound Forge, Knowledge of Autodesk 3ds Max.

Work Experience:

- **Trainer & Business Facilitator, GeM - 1 May 2017 to present**

Gurugram

- ✓ Setup the First New Helpdesk Center for GeM in Gurugram and Trained new executive employee.
- ✓ Guide New Helpdesk Executive “How to use the GeM” and helps them to understand the GeM process
- ✓ Helps to resolve the escalated issues.

Assam:

- ✓ Assign for 2 Months in Finance Department, Government of Assam through GeM.
- ✓ Three Day Training Course on “Financial Rules & Accounts”(Ref to Audit Paras, Inspection Reports, C & AG reports standing Committee matters) sponsored by Govt. of Assam held at Assam administrative staff college (AASC)
- ✓ Three Day Training Course on “AFR & Procurement for Police DDOs, DSPs & SPs” sponsored by DoPT, Govt of India at AASC
- ✓ Three Day Training Course on FRA(Ref.AFR & DFPR, AMAR, FR & SR of HoDs)(Centre for Financial Mgt.) sponsored by Govt. of Assam at Assam administrative staff college (AASC)

Manipur

- ✓ NISG - GeM Trainings & Handson for Line Department Officials

Bhopal

- ✓ Setup the New Helpdesk Center for GeM in Bhopal and Trained new executive employee.
- ✓ Guide New Helpdesk Executive “How to use the GeM” and helps them to understand the GeM process
- ✓ Helps to resolve the escalated issues.

Delhi

- ✓ Delhi tourism
- ✓ NDRF at CGO complex
- ✓ Rashtrapati Bhawan
- ✓ Hindu Rao Hospital
- ✓ Provide several trainings of Buyer & Seller Module in GeM Headquarter

Part of Various Events like :

- ✓ National Workshop for State & Union Territories
- ✓ Master Training Programme
- ✓ MSME Event at Pragati Maidan

Government E Marketplace (GeM) (Helpdesk Executive)

- ✓ Help and resolve customer difficulty or query on live call.
- ✓ Explain the process and procedure of GeM to buyer or seller.
- ✓ Tackled walk-in customer.
- ✓ Reported to higher officials or manager for category related issues.
- ✓ Responded to 75-120 inbound calls per day in high call volume environment.
- ✓ Resolve problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems. Maintains Customers database by entering information.
- ✓ Make calls and follow up the issues of Buyers, Sellers and Service Providers.

Training organized in Several state's for Buyer and Seller Module for GeM

Covering area in training session like Overview of GeM process ,General Terms & Conditions, Special Terms & Conditions and General Financial Rule for Buyer. Similarly, detailed training on GeM Various stakeholders and vendors across country.

No. of Buyer participants trained : **1899**

No. of Seller participants trained : **1300**

- **Doordarshan (Data Entry Operator)** - **1 Year 7 Months**
 - ✓ Perform general data entry using software like Microsoft Excel and Word.
 - ✓ Perform a wide variety of secretarial tasks in support of the business.
 - ✓ Performed data entry-alpha and numeric data entry to add new records, verify, correct, edit, and change.
 - ✓ Utilized scanner, copier, telephone, fax machine, and printer to perform tasks.

- **Creative Cartoon Animation (Animator)** - **3 Months**
 - ✓ Liaison with clients and develop animation from their concepts.
 - ✓ Design models, backgrounds, sets, characters, objects and the animation environment.
 - ✓ Use technical software packages.
 - ✓ Building up accurate, detailed frame-by-frame visuals.
 - ✓ Work at deadlines and meet clients' according their commercial requirements.

- **Avant Grade Pvt. Ltd. (As Video Editor)** - **3 Months**
 - ✓ Edit raw video footage for client base project.
 - ✓ Received the brief on the subject and work according to the clients requirements.
 - ✓ Assemble all raw footage with camera shots either recorded or transferred onto video tape in preparation for inputting into the computer
 - ✓ Input uncut rushes & sound, and synchronize and also store them.
 - ✓ Create a 'rough cut' (or assembly edit) of the programme/film and determining the exact cutting for the next and final stages
 - ✓ Reordering and fine-tuning of the content to ensure the logical sequencing and smooth running of the film/video.

Personal Details:-

Father's Name	-	Sh. Rajvir Singh
Mother's Name	-	Smt. Pushpa Devi
Date of Birth	-	13.12.1994
Marital Status	-	Unmarried
Email	-	pavneshkumar28@gmail.com
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