RESUME

Thakur Prabhat Singh
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CAREER OBJECTIVE

To work in pragmatic way in a professional organization with a job profile that creates an opportunity for the growth in my professional pursuit where I can enhance my skills to meet optimum profitability of the organization with full integrity and zest.

Profile
A certified **Business Analyst** with experience in creation of Accessible Documents, creating Presentations, Project Management, Quality Assurance, Business Development, Operations and support functions of critical solutions using IT as a tool.

Professional Summary
• Approx 4.5+ years of Work experience in Assistance in creation of Technical Documents, Manual Testing, Client Engagement, Product Support, Project Management, Team Handling. Presently working as Quality Assurance Engineer in NIC.
• 1+ year experience in User Experience Design & Technology (UxDT) and Content Management Framework (CMF) project.
• 2+ years experience on Centrally managed Immigration Visa and Foreigners Registration and Tracking (I-V-FR&T) project.
• Experience in Documentation, Testing, Business development, Networking, S.M.O, and Assistance in preparation of SoP, Guidelines and Graphic Designing.
• Certified Business Analyst.
• Have worked in different phases of IT fields.
• Substantial amount of Work Experience with international as well as Domestic Client.

EDUCATIONAL QUALIFICATION

- Degree in **B.Tech Computer Science** (2010-2014) **1st division**, from Delhi Institute Of Technology and Management, affiliated from Maharishi Dayanand University, Rohtak (Haryana).
- Passed XII from CBSE Board in 2010.
- Passed X from CBSE Board in 2008.

COMPUTER SKILLS

- Operating Systems: Windows2000/XP/7/8/10.
- Packages: MS Office 2007 and later versions.
- Knowledge of Photoshop (Basic).
- Internet concepts, Networking, Other Software's.

- Working knowledge of E-Commerce.
- Troubleshooting: Windows/LAN/Software/Hardware.

SOFTWARE PROFICIENCY

- Working knowledge of MAGENTO and WORDPRESS.
- Can handle minor updations in HTML and PHP based websites.
- Have substantial amount of knowledge of using free testing tools (extensions).

PROJECTS

- Content Management Framework (CMF), UxDT division.
- E-Governance Mission Mode Project IVFRT (Immigration Visa Foreigner Registration and Tracking)
- E-Governance project FCRA (Foreign contribution regulatory act.)
- E-Governance project Indian Citizenship inline.
- E-Governance project e-Office.

WORK HISTORY

- ❖ Velocis (Jan 2019 – Feb 2020)
  Deputed at NIC, New Delhi.
  Quality Expert

  - Working in CMF, UxDT division and providing assistance in documentation of Quality Assurance reports, Web Quality Manual, Presentations.
  - Handling the technical, documentation, Standardisation & Quality related issues of the project(s) being implemented.
  - Performing Quality Assurance Check on projects being developed and documenting the report.
  - Devising methodologies and technical proficient reporting: concise and clear requirements deliverables.
  - Client interaction with stakeholders i.e. NIC, Ministries.
  - Providing assistance in documentation (SRS, RFP, SOPs, Reports, Presentations and User Manuals) of the Project modules prepared by team.
  - Proficient and Concise gathering of requirement at Client Side.
  - Making strategies to take the projects a step forward.
  - Working on UI/UX aspects of different projects.

- ❖ IAP Infotech | CMS Computers Ltd. (June 2016 – Jan-2019)
  Deputed at (NIC & Ministry of Home Affairs), New Delhi.
  Documentation Expert (e-governance project)

  - Provided assistance to Project Management Group (PMG) of the Mission Mode project which is looking after the IT projects being implemented by the Ministry.
  - Assistance in Documentation of Technical reports (Quality Assurance), SOP.
  - Liasoning for IVFRT project and interacting with Indian Embassies for implementation of project.

- Interacting with State Governments for successful implementation of project and providing full support.
- Handled the implementation of e-office module in the Foreigners division of Ministry of Home Affairs.
- Provided Consultation for implementation of the IVFRT project and briefing project progress to senior officer of the ministry time to time.

❖ Creative Angels (May 2015 – March 2016)
   Malviya Nagar India
   Business Development Manager

- Meeting with the company clients and fetching business from them.
- Provide presentations of company products to the targeted clients.
- Ensure achieving the quarterly targets and servicing present clients.
- Maintaining best of customer relations by ensuring on time services.
- Preparing project proposals for the clients and looking after the fruitful projects.
- Analysing the client requirements and recommending the best solution from company products.
- Acted as primary liaison between the client departments and the Information systems IT department; performed analysis, review, and estimation of client requests; prepared and reviewed system requirements, and client documentation.
- Interaction between Client and Technical team for smooth implementation of the project.
- Preparation of SOP, Deadline for implementation of the project.
- Perform requirement gathering, business analysis, via feedback sessions and client meetings, in collaboration with all stakeholders.
- Conducted project assessment and feasibility determination. Analysis of data requirements for new modifications.
- Performed Qualitative as well as Quantitative analysis of the system functions.

PROJECT PROFILE

❖ **Content Management Framework (CMF)**

- Working in CMF, UxDT division and providing assistance in documentation of Quality Assurance reports, Web Quality Manual, Presentations.
- Handling the technical, documentation, Standardisation & Quality related issues of the project(s) being implemented.
- Client interaction with stakeholders i.e. NIC, Ministries.
- Providing assistance in documentation (SOPs, Reports, Presentations and User Manuals) of the Project modules prepared by team.
- Proficient and Concise gathering of requirement at Client Side.
- Making strategies to take the projects a step forward.
- Working on UI/UX aspects of different projects.

❖ **E-Governance Mission Mode Project IVFRT (Immigration Visa Foreigner Registration and Tracking).**

- Provided assistance to Project Management Group (PMG) of the Mission Mode project which is looking after the IT projects being implemented by the Ministry.
- Liasoning for IVFRT project and handling the technical, documentation related issues of the IT project(s) being implemented in Foreigners Division of MHA.
- Assistance in Documentation of Applications, Technical reports (Quality Assurance), SOP, etc.
- Handled interaction with Indian Embassies for implementation of project
- Client interaction with stakeholders i.e. NIC, Ministry of Home Affairs, Ministry of External Affairs, etc.
- Proficient and Concise gathering of requirement at Client Side.

❖ **Project: - MTNL Billing system in C++, where front end is Turbo C++ ver 3.0 and back end is DOS file support**.

- Electronically handling of customers admission details to enhance the accuracy, flexibility, reliability and to remove human errors.
- To provide accurate information about the customer bill no. Modified details, results on the basis of bill no. To provide online information and deletion of records.

❖ **Project: - Manual Testing in Visual Basic, where front end is Visual Basic and back end is SQL Server.**

- Successfully tested Hospital Management software and reported the bugs in it.
- Successfully tested MTNL billing system software and reported the bugs in it.

Functional Area	Content Management Framework, UI/UX, IVFRT MMP (C-Visa, FCRA, UCF, C-Form, BL+LOC, OCI-PIO, Citizenship)
Project Management Tools	MS-Word, MS-Excel, MS-PowerPoint
Operating Platforms	Windows XP/ Win7/ Win8/ Win10.

ACHIEVEMENTS

- Awarded appreciation by Director, M.H.A for sincerity and punctuality towards assigned job.
- Awarded 1st Position in ROBOTICS in 4th year during the year 2014 by Delhi Institute of Technology and Management.
- Worked in a Documentary movie "ASURAKSHIT-AN ETERNAL FEAR" https://www.youtube.com/watch?v=eLP9IVOZwrc.
- Worked with American Indian Foundation- Adobe Youth Voices.
- Awarded Merit Certificate for participation in SCIENCE EXHIBITION in 9th class during the year 2006-2007.
- Awarded 1st Position in SCIENCE EXHIBITION in 9th class during the year 2006-2007.
- Won 3rd Position in SPELL WELL COMPETITION in 9th class
- Awarded many times by RWA P&T for Meritorious performance in academics.

TRAINING/WORK EXPERIENCES

- Completed training with ADOBE YOUTH VOICES for 2 months in the year 2009-10.
- Completed 6 weeks training with MTNL from 20/06/2012 to 31/07/2012.
- Completed 6 weeks training with MTNL from 02/07/2013 to 13/08/2013.
- Completed training with APTECH (tie up with "IQ QUEST") in Manual Testing from 01/02/2014 to 26/03/2014.
- Working experience in CREATIVE ANGELS as Graphic Designer, SMO, and Business Development Manager from May 2015 – March 2016.
- Working experience in Ministry of Home Affairs deputed via NIC as Documentation Expert from June 2016 – Jan 2019.
- Working experience in CMF-NIC as Quality Expert from Jan 2019 – Feb 2020.

PERSONAL PROFILE

Name:	Thakur Prabhat Singh
Father's Name:	Subhash Prasad
Mother's Name:	Chandrawati Devi
Date of Birth:	05th March 1992
Hobbies:	Photography/Riding Superbikes, Playing Football, Hockey, Cricket, Musical Instruments.
Languages:	English and Hindi

Place:
Date: __/__/____

Thakur Prabhat Singh