

Gagan Deep Singh

District Manager

Gandhi Nagar, Kamra Street,
Fazilka – 152123 Distt: Fazilka

+91-9417169224

gdeep90singh@gmail.com

Skills

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- Proven district management working experience
 - Entrepreneurial mindset and clear thinking
 - Business development and strategy implementation knowledge
 - Strong leadership and decision making skills
 - Ability to sell, manage and drive growth
 - Excellent customer relationship management skills
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Experience

Sewa Kendra Punjab Project at District, Fazilka / District Manager

Oct 2017- Till date

- Addressing operational problems that arise.
- Assisting Deputy Commissioner in monitoring day to day project operations.
- Visit of Sewa Kendra for monitoring service level agreement.
- Liaising between regional branches and company headquarters.
- Ensuring that customer service levels are consistent.
- Making recommendations to senior management.
- Coordinating with allocated departments and branches for their services through Sewa kendra.
- Monitor Operators performance for each center and propose actions to improve Performance and Productivity.
- Capture Application software related issues in defect tracking tools.
- Provide necessary support/ reports/ MIS etc. to the Deputy Commissioner and will assist/his representatives

in monitoring the delivery of services and proper functioning of Sewa Kendras.

- Manage overall manpower of the districts.

Deputy Commissioner Fazilka / Technical Support Leader

Jan 2016-Oct 2017

- Site preparation including LAN installation, Hardware Delivery, Installation and System readiness
- lGap Infra Estimation
- Technical Support to Govt. Officials during final GoLive
- Data Digitization
- Operation and Maintenance
- Delegating work and assignments to team members
- Collaborating with team to identify and fix technical problems
- Analyzing users' needs and then finding applications to serve them
- Creating end goals for the team
- Checking that software and applications are updated
- Supervising system modifications
- Conducting security audits to identify areas of improvement
- Guiding the team through technical issues and challenges

RIET Abohar / Assistant professor and Network Administrator

Aug 2013-Jan 2016

Education

Lovely Professional University / B.Tech - M.Tech (Integrated) in Computer Science Engineering

July 2012, Jalandhar

Intermediate, Science 2007

Govt. Boys Senior Secondary School, Fazilka, Punjab School
Education Board 65.8%

Matriculation 2005

Model School, Fazilka, Punjab School Education Board 62.6%

Awards and Certifications

- MCP Certification
- Awarded from Worthy Deputy Commissioner Smt ISHA KALIA IAS on the occasion of independence day celebrations 2017.
- Awarded from Worthy Deputy Commissioner Sh MANPREET SINGH IAS on the occasion of independence day celebrations 2019.