



ROHIT GOSWAMI

PROFILE

Proven track record in enhancing student success and system efficiency, notably at IGNOU and IBM. Specializes in academic planning and server management, demonstrating a unique blend of technical proficiency and student advocacy. Achieved significant improvements in educational support and IT infrastructure optimization, leveraging skills in incident response and individual counseling. Working in both core technical field (IT industry) as well as higher education in central government have given me exposure of two different and efficient work environments.

CONTACT

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9032106219

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EDUCATION

Ph.D. Management (Pursuing)

September 2023 – till date

Geeta University - Naultha, Panipat, INDIA.

UGC NET Qualified in Management.

06-2025

University Grants Commission (UGC)-NET

Post Graduate Diploma in Journalism and Mass Communication

06-2024

IGNOU - New Delhi, INDIA

Post Graduate Diploma in Computer Applications

12-2021

IGNOU - New Delhi, INDIA

Certificate: Internet of Things

12-2020

NPTEL(SWAYAM)- New Delhi, INDIA

Certificate: Cyber Security

05-2020

UDEMY – Online

MBA: Human Resource Management

12-2017

IGNOU - New Delhi, INDIA

B.Tech : Electronics & Communication Engineering

12-2014

Kurukshetra University – Kurukshetra, INDIA

WORK EXPERIENCE 9+ YEARS

IGNOU | Academic Counsellor -Part-time

October-22 – Till date.

Enhanced student success by providing personalized academic guidance and support online/offline.

Providing counseling sessions in face-to-face and online mode to the learners of Agriculture Business, BCOM, and Pharmaceutical Sales Management at IGNOU.

Conducted comprehensive evaluations of students' academic needs, recommending appropriate resources and services.

Facilitated communication between learners, study centre staff to ensure a supportive learning environment.

IGNOU | Assistant (Accounts & Administration) - Permanent

March 2019 – Till date.

Assisting the Regional Director in the establishment of new LSCs in Chandigarh, Patiala, Panchkula, Mohali, and Ambala region. Active

WEBSITE:

<https://rohgoswa.github.io/My-Website/>

EMAIL:

rohgoswa@gmail.com

SKILLS:

- UGC NET Qualified
- Academic Planning & Counselling
- Technology proficiency
- Higher Education Policy
- Multitasking Abilities
- Student Registration
- Student Records Maintenance
- Google Classroom
- HTML, CSS Coding
- Server Management
- System Administration
- Virtualization Technologies

member of IGNOU RC Chandigarh INNOVATION CLUB. Member of the Establishment section of IGNOU.

Working in Finance & Accounts of IGNOU RC Chandigarh, learned about the Central Government accounting rules and regulations and the guidelines of Govt. of India. Processing of RTI, PG Portal, CP-Gram Grievances and other platforms viz collecting, compiling and putting up to PIO for dispose off, assisting in budget preparation, Salary of staff and remuneration of Daily wagers of RC Chandigarh Academic verification of Recoupment bills, Processing of Income tax and TDS returns, Redressal of Learner's Grievances pertaining to their Academic queries, Assisting in Induction meeting and Orientation programmes of part-time functionaries at Study centers, maintaining of PBR register, Cashbook, Stock register, Assets & maintenance relate work, Processing of Agreements for engagement of manpower security agencies, Procurement through GeM portal, liaising with LSC's for orientation and sorting their issues, cashier. Being an Academic Counsellor I had opportunity to learn various aspects of teaching and remuneration.

- Contributed to a positive work environment with strong interpersonal skills and a proactive teamwork attitude.
- Worked closely with management to provide effective assistance for specific aspects of the University.
- Safeguarded sensitive information through proper documentation handling, data entry, and record maintenance procedures.
- Supported senior management to make informed decisions.
- Streamlined document preparation, ensuring accuracy and compliance with industry standards.
- Enhanced office efficiency by organizing and maintaining digital and physical filing systems.
- Trained and supervised employees on office policies and procedures.

IBM | Service Delivery Specialist

September 2017–March 2019

Started working on front-end development in IBM Gurgaon, HTML/CSS, and JavaScript coding. Started working on the MongoDB platform before leaving the company. Also worked on tools like Oracle while being in a project named Identity and Access Management.

- Collaborated with IT teams to ensure seamless integration of security measures into system architectures.
- Partnered with clients to conduct thorough risk assessments, devising strategies to mitigate potential vulnerabilities.
- Stayed up to date with industry best practices and regulatory requirements, ensuring compliance within the organization's security framework.
- Investigated incidents and wrote reports.
- Collaborated with senior management to develop and implement strategies to mitigate security risks.
- Coordinated with IT personnel regarding security of digital assets and information systems.
- Evaluated security systems and procedures to identify areas for improvement.

IBM | Associate Technical Operations

February 2016–August 2017

Responsible for IBM AS 400 (Application System 400) Development and Maintenance, working on logical partitions of servers in a 24x7 command center. Working on Daily, Weekly, and monthly backup of servers, working with multiple American clients like Healthnet, Godiva, etc. in IBM Chennai.

- Participated in disaster recovery planning efforts, ensuring continuation of essential services in the event of unexpected disruptions or emergencies affecting IT infrastructure or systems availability.
- Assisted in the development of training programs for employees to improve technical skills and increase overall efficiency within the organization.
- Reduced downtime for critical systems by conducting regular maintenance and preventative measures.
- Contributed to cost reduction initiatives by analyzing current technology expenditures, identifying opportunities for savings through vendor negotiations, or alternative solutions.
- Mentored junior team members, sharing knowledge of best practices and industry standards to improve overall team performance.
- Streamlined IT infrastructure by identifying areas for consolidation or virtualization, reducing hardware costs and complexity.
- Created detailed technical documentation to ensure smooth hand-off between teams during project transitions or personnel changes.
- Improved system efficiency by streamlining technical processes and implementing automation tools.
- Enhanced team collaboration through effective communication and documentation of technical procedures.
- Maintained servers and systems to keep networks fully operational during peak periods.

Seminar/Conference/Workshops:

#	Organized By	Title
1	Mahatma Gandhi Memorial College, Sambhal (2025).	राष्ट्रीय एकीकरण के मार्ग में चुनौतियाँ: वैचारिकी एवं समाधान Title: राष्ट्रीय एकीकरण में मुक्त एवं दुरुस्थ शिक्षा की भूमिका
2	AICTE at IGNOU, New Delhi (2024).	Management and NEP-2020 Title: Student Support Services of IGNOU, for Management education under NEP-2020

3	Central Academy of Teachers Training College, Ajmer (2024).	Perspectives of Skill Development and Employability through NEP 2020 Title: Role of NEP in Management of Learner Support Services in Open and Distance Learning.
4	IIMT College of Management Greater Noida (2023).	Management Development Programme (MDP).

ACHIEVEMENTS:

#	Title
1.	UGC NET Qualified for Assistant Professor in Management June 2025.
2.	UGC Net Qualified for Ph.D. in Management June 2024.
3.	Secured 1st Position in Course Work of Ph.D. in Management.
4.	Secured 1st Position in वाद-विवाद प्रतियोगिता क्रमांक-206 Title- संविधान प्रदत्त विचार और अभिव्यक्ति की स्वतंत्रता असीमित है in Pratiyogita Darpan Magazine.
5	Secured 3rd Position in निबंध प्रतियोगिता क्रमांक-540, Title- समाज और प्रकृति के साथ सामंजस्य सफलता के अचूक सूत्र.

Research Papers/Review Articles/Conference Proceedings

#	#Publication Type	Title of the Paper	Journal Name/Page Numbers	ISSN/ ISBN No.	Author	Year
1	Chapter in Book	Artificial Intelligence-Based Internet of Things for Industry 5.0	IntechOpen ,Limited,UK	978-0-85014-483-3	Co-Author	2024
2	Research Paper / Review Article	कोरोना महामारी के बाद इलेक्ट्रॉनिक गैजेट्स से प्राथमिक शिक्षा के छात्रों का अधिगम हास एवं समाधान	Prathmik Sikshak	0970-9312	Co-Author	2023
3	Research Paper / Review Article	ICT-based Learner Support Services in IGNOU post Pandemic Covid19	Samaj Vigyan Shodh Patrika	0973-7626	Co-Author	2023

4	Research Paper / Review Article	Covid 19 applications related to India	Indian Journal of Natural Sciences	0976-0997	Co-Author	2023
5	Research Paper / Review Article	Attitude of IGNOU Learners Towards Online Counselling Sessions (During and post Pandemic), Journal of National Development	Journal of National Development	0972-8309	Co-Author	2022

Books

#	Publication Type	Title	ISSN/ ISBN No.	Author/Co-Author	Publisher (city/country)	Year
1	Book Authored	कोरोना महामारी एवं भारत: सिंहावलोकन	978-93-93462-31-2	Co-Author / Co-Editor	Navyug Books International Delhi.	2023
2	Book Authored	Rainbow: Glimpses of Open and Distance Learning	978-93-92023-26-2	Co-Author / Co-Editor	Kumud Publications, New Delhi	2022

Experience as Academic Counsellor/Evaluator:

#	Programme	Description
1.	PGDAB	Approved Academic Counsellor for courses: MAM-52, MAM-53, MAM-54, MAM-55, MAM-56, MAMP-058.
2.	BCOMG	Approved Academic Counsellor for courses: BCOC-132, BCOS-183, BCOS-184.
3.	PGDPSM	Approved Academic Counsellor for courses: MVE05 & MVE06.

Details of Counselling Session Conducted:

#	Programme	Description
1.	BCOMG	Delivered online counseling/lecture to BCOMG Students from 09 Aug to 16 Aug 2023 (04 pm to 06pm) on the topic Business Organization & Management.
2.	PGDPSM	Delivered online counseling/lecture to PGDPSM Students on 18 July to 23 July 2023 (06 pm to 08pm) on the topic Introduction to Management & Sales Management.

Projects Undertaken (B.Tech):

PROJECT	Dual Tone Multi Frequency
Technologies Used Team Members Role	Decoder IC MT8870DE Controlling Home Appliances Through remote cell phone-based operations 4 Team Member
PROJECT	Lab Security System
Technologies Used Team Members Description Role	555 timer ICs, through Magnetic Card & password. 4 Securing lab from thefts and providing access to officials by giving Specific magnetic card and password Developer

Industrial Training:

#	Title
1.	6 Weeks Training in in "Broadcasting equipment's (20 KW UHF)" at (Prasar Bharti) Doordarshan High Power Transmitter Sector-05, Karnal.
2.	6 Weeks Training in "Embedded Systems" at Balaji Electronic pvt. ltd.

Activities Performed at School/College/PG Level:

#	Title
1	Participated in various Science and technical projects at School level.
2	Scored 1st position in Eco Exhibition held at PPS, Sec 6 Karnal.
3	Scored 2nd position in Project work Exhibition held at PPS, Sec 6 Karnal.
4	Participated in various events in technical fest in B. tech.
5	Various sports activities i.e. Basketball, long jump, race etc.
6	Participated in Workshop on loopholes and Ethical hacking by Kyron Digital Securities (P) Ltd.
7	Participated in an event (Human Kranti torch in honor of Shahid Bhagat Singh) recorded as Guinness book of world records organized by NIFAA.
8	2nd Position in TECHNO QUEST (2009-2010) organized by Galaxy Global Group of institutions.

Membership/Fellowship of Academies/Institutions/Professional Societies.

#	Title
1	Member of Innovation Club of IGNOU, RC Chandigarh.
2	Member of Flying Squad of Term-end-examinations.
3	Member of Finance committee of IGNOU RC Chandigarh.
4	Approved Evaluator for Assignments.
5	Lifetime Membership of CSTA (Computer Science Teachers Association)
6	Lifetime Membership of IAENG (International Association of Engineers)
7	Lifetime Membership of IAAC (International Association of Academic plus Corporation)

Experience Details:

IGNOU: Assisting the Regional Director in the establishment of new LSCs in Chandigarh, Patiala, Panchkula, Mohali, and Ambala region. Active member of IGNOU RC Chandigarh INNOVATION CLUB. Member of the Establishment section of IGNOU. Providing online Academic Counselling sessions to ODL Learners of various disciplines related to Commerce, Agriculture Business, and Pharmaceutical Sales Management. Working in a Distance Learning environment, providing support to students in online studies, maintaining the social media website of Chandigarh region, and all accounts related work (technical/nontechnical). Working in online learning, online study material, and online admission related work.

IBM: Responsible for IBM AS 400 (Application System 400) Development and Maintenance, working on logical partitions of servers in a 24x7 command centre. Working on Daily, Weekly, and monthly backup of servers, working with multiple American clients like Healthnet, Godiva,

etc. in IBM Chennai. Started working on front-end development in IBM Gurgaon, HTML/CSS, and JavaScript coding. Started working on the MongoDB platform before leaving the company. Also worked on tools like Oracle while being in a project named Identity and Access Management.

#	Organization	Post	Status	From	To	Experience
1.	IGNOU, RC Chandigarh	Assistant	Permanent	05-03-2019	Till Date	06 years 3 months
2.	IBM India pvt. ltd.	Associate technical Operations/Service delivery specialist	Permanent	12-02-2016	01-03-2019	03 years, 00 months, 18 days

