# Purushotham Ragam

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# Objective

* Use my experience of Facility and Administrative Management, Training and Development, IT Infrastructure Management, and Security Management towards accomplish the goals and aspiration of the Organization.

# Profile

* Administrative and Facilities Management domain focused for **8+ years** on Administration Management, Training Management, IT Infrastructure Management, Security Operational Management, Overall experience of 15+years and has been involved as an Administrative Manager, Training Head, Executive Assistant, Office Manager, Secretary, Facilitate Manager and IT Infra Head for MI Directorate.
* A successful, capable and result oriented career in Government of India (**National Intelligence Agency of MI Directorate)** dealing with diverse and critical areas with perfect credentials of commitment, perseverance and hard work.
* In-depth experience in preparing strategic and operational level plans, General Administration, Training Management, Project Management and implementation, Management of Procurement, Event, Risk, Incident, Time, Technology, Team and Training.

# Professional Experience

**(National Intelligence Agency of MI Directorate)**

**Government of India (Mar 2001 –Oct 2016)**

**Designations: Training Head, Administrative Executive, Office Manager, Secretary/EA and IT Infra Head**

* Strong Experience in Calendar/diary activity/including coordination of appointments/management all office - employment with administration side.
* Experience in managed and organize own time and priorities.
* Good Exposure in developing training content, calendar, budget, coordination, need and analysis.
* Deployed a wide variety of training methods and manage the online knowledge portal.
* Managed infrastructure with agenda member to gathering in program actions.
* Generate Reports based on information captured through Training MIS.
* Strong Experience in 3D making presentations skills and Strong knowledge of MS Office, excel graphs with appropriate data collection from departments or team and responding to emails.
* Experience in managed and organize own time and priorities.
* Strong Experience in House Keeping, Vendor management and Cafeteria management.
* Managed and coordinated conferences in connection with the Meeting and Events Planning.
* Experience in handling and resolve statutory matters.
* Experience in handling with clients through email, talk and be dropping the work load of clients.
* Prepared Minute of convention and summarize proprietor on position.
* Identified the technical, SLA, commercial terms, conditions, operational scope and develop for AMC.
* Experience in assist the CEO/MD/Director/Top level management in all his responsibilities - presentations, reports, research, co-ordination, business development, recruitment / empanelment, administration.
* Defined the problems, to collect and analyze data, to establish facts, to draw valid conclusions, and to make decisions based upon available information and input.
* Organized conference calls, video conferences occasionally connecting comprehensive viewers.
* Followed Industrial, Government and local laws, codes, and regulations including safety principles and practice and risk/precautions associated with dangerous materials.
* Hand on experience of Excel, Word, Outlook, Power Point, Internet Applications search and typing skills.
* Strong experience in internet research, social networking, blogs, and white paper/e-newsletters.
* Managed a wide range of issues, from strategic contracts management to input on day-to-day operations.
* Provided a professional, value-focused service aimed at meeting or exceeding the client expectations.
* Provided administrative support involving efficient management of office equipment, communication instruments, housekeeping, office automation, office administration and canteen.
* Managed domestic international travel arrangements including air, hotel, foreign exchange, travel insurance, ground transportation and itineraries for the employees.
* Managed complete security assigned to the team, close coordination with all levels of management.
* Maintained strong associations with key industry partners.
* Precede as SPOC for associations with law enforcement and professional security groups.
* Served as the primary action officer for government affairs activities in the province, with effective association to bureaucracy, authorities such as the police, as well as political parties in the regions.
* Applied information assurance expertise, specifically to security training and awareness programs.
* Managed the vendor relationships for the majority of suppliers of the office.
* Knowledge of general office procedures and office equipment.
* Maintained records related to the performance of facility management operations on end users.
* Maintained all records related to the performance of facility management operations on Client site.
* Managed vendors to ensure high quality and low costs with constant improvement in quality.
* Managed biometric system entry, CCTV, Surveillance and Emergency Response plan as required.
* Experience in FM operation Planning, assigning, and coordinating the activities of a complex organization.
* Experience in Facilities and Administration, Project Management, Procurement and IT helpdesk.
* Strong experience of Innovative, Initiative, Leadership, decision-making Integrity, coordination skills, dedication, commitment, Alternative, Timely, Disciplined and Resourcefulness.
* Prepared MIS reports (monthly/quarterly/annual) as per the requirement from the management.
* Experience in develops both short and long term plans to meet organization objectives.
* Organized and managed multiple projects and issues simultaneously.
* Experience in System Admin, Networking, hardware, assisting in all IT related issues.
* Implementation of uniform and smooth SOP based approach to deal with multitude of cyber operations.
* Interaction with various joint working groups and national level agencies for synergizing efforts in strengthening Information Security for the organization.
* Experience in Legal Compliance and ensuring on time payment for utilities(viz; Water, EB)
* Assisted in product evaluation and integration activities into the customers’ products, as well as addressing ancillary technical questions.
* Identify and communicate technical issues, and work with cross functions to assist in rapid resolution and advice to customers.
* To work with customers to identify the correct product for the application and provide relevant technical literature and assistance.
* Experience in Investigative techniques, Interview and Procedures; practices and methods employed in criminal detection and investigation; elements of criminal offenses under Federal, State, and local Statutes, and Administrative Codes, data analysis concepts.
* Worked forensic investigators/criminalists at crime scenes to collect evidence and process.
* Attended autopsies, Testified in court as expert witnesses,
* Exchanged information and coordinated activities with other agencies

# Academic

* B Sc Mathematics from University of Madras, Chennai - 2007.
* PG Diploma in Public Relation (PG DPR) from University of Madras, Chennai - 2008.
* PG Diploma in IT Infrastructure, Systems and Security (PG DITISS) from C-DAC, Bangalore - 2016.

# Professional and Certification Courses

* Infrastructure, Industrial, Intelligence, Information and Interrogation Course from MINTSD, Pune-2006.
* Automatic Data Processing in Advance Technology from ADP Centre, Ahmednagar -2004.

# Awards

* Awarded Commendation on occasions for meritorious service.
* Winner in many cultural and Sports Events in Sate/District Level.
* Led a Manager to successfully accomplish automation of Various Intelligence HQs.

# Computer Skills

* OS Environment : Window Server3/8/12 R2, Windows 10, Linux Ubuntu 14.4/16.4.
* Mailing and Office : Exchange Server 2013, MS Office 2013 and Open Office 5.1
* Workstations : VMware Players
* Designing and Web : FrontPage, MS Publisher, Adobe Photoshop CC, Nitro PDF and CorelDraw X7.
* Multimedia : Adobe Flash/Premier, 3D Max, GIF Animator and Uled Video 11

# Reference

* Lt Gen LN Singh, VSM\*, Colonel of Military Intelligence Corps and Commandant, MINTSD, Pune
* Col Andrew Abraham, VSM, Commanding Officer, Headquarter Filed Security Group-MI 25 (1 Det), Delhi Cantt.