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| Avinash Bhartari |
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Total Experience: 16+ Years

Education Industry

Accomplished Admission & Marketing professional in developing and executing all aspects of admission campaigns to generating optimum revenue and lead strategic operational initiatives in Education and IT sector. Hold exemplary experience in promoting and establishing International Partnerships, marketing of Domestic and International educational products, lead management and appropriate reports generation. Combine leadership drive with business-management skills to drive gains in revenue, market share and profit performance.

* Admission and Compliance
* New Business Development
* Strategic Planning
* Developing appropriate talent acquisition strategies
* Turnaround & High-Growth Strategies
* Customer Relationship Management
* Training & Development
* Contract Negotiations
* Budgeting & Forecasting

Information Technology

Service Lead with exceptional credentials managing project scope, cost and schedule, in a multi-disciplined organizational environment, delivering successful projects from developing user requirements, scope definition leading to conceptual design, build and implementation.

• Service Operations Management based on ITIL

• Team Leadership

• Operations Management

• Process Improvement

• Quality Assurance

• Requirements Gathering

• System Analysis

• IT Infrastructure Services

• Deployment

• Technical Support

• Project Management

• Risk Management

• Customer Relationship

• Data Analysis

• Change Control

Professional Experience:

**Marketing Manager**

**Global Study Advisor**

**Jan 2018 – Present**

Tasked with managing Students’ GTE and enrollment process and initiating collaborations and handling projects, for delivering the AOF courses in the sub-continent

**AREA OF RESPONSIBILITY**

* **Student Recruitment**: Conducting students’ GTE as per the prevailing criteria, interviewing students and making financial an academic assessment
* **Generating Letters of Offers & CoEs**: Releasing LoFs and CoEs adhering to compliance, within given TAT.
* **Maintaining student record**: Recording and maintaining updated student database with precise application status
* **Agent Contracts, Management and Relationship**: Securing and maintaining agent contracts portfolios. This included working closely with agents on generating numbers in desired areas, updating agents on new compliance and providing detailed analysis on rejected applications
* **Organizing for Training & Development**: Arranging and conducting interviews, induction and training of new hires
* **Securing collaborations:** Identify, approach and secure business opportunities. This includes connecting with private Universities, colleges and training organizations.
* **Project Scoping:** Working closely with the potential partner on their needs and capabilities. Framing business case, outlining the possible commercial benefits out of the project.
* **Project handling**: Working on ways to maximize the revenue from a project. This includes diversifying our offerings with partners, setting realistic targets and time frames and includes activities undertaken after sign up until post-delivery of qualifications.
* **Customer Relationship Management**: Cultivate excellent relationships with prospective, new and existing customers.
* **Budgeting & Forecasting**: Making projections for current and potential clients to gauge the economic viability of the projects.

**Foster Education Consultants**

**GTE Compliance Officer**

**Jan 2017 – Jan 2018**

**AREA OF RESPONSIBILITY**

* Managing student database and agent contracts for generating numbers
* Assessing applications, academics and finances of students for generating Offers and CoEs
* Securing new agent contacts and fostering relations with existing agents
* Framing sales policies and practices. Defining the sales cycle, creating accurate job descriptions and developing standards for customer relationship management
* Communicate a clear, strategic sales vision, effectively training and coaching both veteran and junior team members.
* Handling all partners’ concerns and maintaining cordial business relations
* Turn around lagging operations and prepare companies for fast growth and profitability
* Contextualizing and developing academic courses to make substantial contribution in course enhancement.
* Delivering training programs in customer contact, retail and frontline management.

Fujitsu India, India – Pune

Projects –ITSG

Service Lead

October 2012–December 2016

**AREA OF RESPONSIBILITY**

* Worked as Service Lead and managing ITSG project and managing team of 50+ individuals.
* Responsible for identifying project business objectives, subject matter experts, define enablement objectives & deliverables and key performance indicators with Stakeholders
* Responsible for skill management and skill competency building to get aligned to newer EMC technologies and drive readiness for emerging trends.
* Delivering effective project communications that inform, influence and drive adoption and championship of deliverables
* Analyze projects to identify risks and potential roadblocks and agree a mitigation control
* Liaising with various technical teams to define the project requirements for infrastructure, networks, security, applications, etc.
* Worked with Enterprise Architecture team to finalize the solution design
* Managed project process optimization, continuous service improvement plans working in conjunction with Fujitsu North America to revamp the structure in line with new innovations.
* Vendor Management – Performed vendor assessment and conducted proof of concept for potential solution
* Worked with communications team to build communication and training strategy
* Overseeing the testing and defect tracking
* Built and maintained a growing relationship with project sponsors and stakeholders by providing them with project updates and negotiated any changes to the project scope
* Managed Issues, Risks and dependencies among various projects
* Worked on deployment approach and plan to make it a seamless deployment.

EDS/ Mphasis, India

Projects –AGO, ENI,Xerox ,MWW

Lead Infrastructure Engineer

July 2008–Sept 2012

**AREA OF RESPONSIBILITY**

* Managed client outages and led support teams to immediate problem resolution. Outages reduced by 50% during 2007. Conducted daily outage review meeting with client leadership team for all high severity incidents.
* Interfaced directly and managed communication flow to executive leadership for critical issues impacting client processing which reduced the negative effect on business operations.
* Managed project that migrated data center disks from EMC to HP SAN solution for client JD-Edwards application environment that resulted in increased storage and enhanced processing capabilities.
* Established business relationships with HP account and client leadership teams across North America. Met weekly with client hosting and production control teams to review operational services that led to process improvements which increased client satisfaction.
* Communicated with Management and Staff on project progress, including keeping them informed on all project activities and project delivery status
* Managing cross dependencies amongst various projects.
* Involved in assessing and testing of IT general controls for Change Control especially for processes like migration of software projects through the development life cycle insuring integrity and coordinate the movement and processing of requests supporting change control.
* Prepare and deliver analysis presentations to senior management and to various business groups.

Symantec Software, India

Project – Enterprise Product Support

Support Lead

June 2005 – May 2008

**AREA OF RESPONSIBILITY**

* Supervised support engineers in a matrix organization, while developing and executing backup strategies for customer across the globe
* Performed gap analysis and gathered customer requirements
* Managed operational budget and processes
* Performed resource management

Hughes Software, India

Project –Direcway

Technical Support Engineer

Dec 2003– April 2005

**AREA OF RESPONSIBILITY**

* Troubleshot the ISP issues and provide resolution, handled the escalated cases related to any network related issues
* Took & provided trainings for team.
* Generated weekly reports (MIS activities) and analyzed the performance of team using consolidated quality data
* Mentored new team members for project, process & delivery

Employment History

* 2018– 2020: Global Study Advisor – Marketing Manager, Karnal
* 2017– 2018: GTE compliance officer – Foster Education, Dehradun
* 2012– 2016: Service Lead– Fujitsu India, Pune, India
* 2008 – 2012: Lead Engineer –EDS an HP company, Pune, India
* 2005 – 2008: Enterprise Product Support Lead at Symantec Software, Pune, India
* 2003– 2005: Systems Tech Lead at Hughes Software, Gurgaon, India

Technical Skills

* Operating Systems: MS Windows Server 2000/2003/2008, MS Windows NT/XP/7, Red Hat Linux
* Databases: MS SQL 2000/2005/2008, Oracle 9i/10g, Lotus Notes Domino 7.x/8.x
* Data Backup/Restore Technologies: NetBackup, Backup Exec, Commvault, Tivoli Storage Manager
* Other Technologies:Active Directory, DNS, DHCP, SAN, NAS, Microsoft Exchange
* Other Tools: Microsoft Office, Microsoft Project, Remedy, Microsoft SCCM.

Awards

* APEX Award, (2014 -2015): Highly rated annual award in Fujitsu.
* Astrix Award, (2013 -2014): Highly rated quarterly award in Fujitsu
* Spotlight Awards: 5 monthly awards at Fujitsu during the tenure.
* A++ Award, 2004: Annual award for performance in Hughes.
* Communication Award (2004): Best communicator (voice and accent) in process.

Academic Qualification and Certifications

* Graduate in Commerce from D.A.V. College, Dehradun.
* Microsoft Certified System Administrator
* ITIL v3
* Six Sigma Yellow Belt Trained
* The leadership advantage program by Dale Carnegie
* VERITAS Certified Professional (VCP in Backup Exec 10.x)
* Introduction to Project Management (ESI )