Rahul **Verma**  
Manager - Trainer

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To work in an organization where I can enhance my technical as well as managerial skills and use my calibre as much as possible to contribute in the growth of organization.

PROFESSIONAL ABSTRACTS a competent professional with over 10+ years of experience on use of IT for e-Governance framework for Government. Adept in end-to-end solution with System support, Maintain Database, MIS management on e-Governance activity, on requirement analysis to system study, testing, documentation and implementation. Technical expertise in all aspects of requirement analysis, project scoping, effort estimation, risk analysis and, as per the specified guidelines and norms. A team player with strong communication, analytical, logical and problem-solving skills. Ability to work under pressure situations and meet deadlines.

Organize and drive operations, and effectively develop and enact company policies to increase organizational operation efficiency. Retain strong leadership and interpersonal skills. Advance strategic plans and sales objectives set forth by management. Develop policies to keep organization's budget low including operations, maintenance and labour costs.

Skills

Business operations management

Finance and accounting operations

Capacity planning

Client Interaction

Government Functional

Coordinating site operations

Operational planning

Microsoft Certified

Issues resolution

Technical support

Strategies and goals

Work History

02-2019 – Till Date **Manager – HR & Operation’s**

Prakhar Software Solutions Private Limited, Delhi

* Resolved Client & Employees problems, improved operations and provided exceptional client support.
* Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
* Increased Employees satisfaction by resolving ESIC, EPFO and any other issues.
* Maintained excellent attendance record, consistently arriving to work on time.
* Evaluated suppliers by assessing quality, timeliness and compliance of deliveries to maintain tight cost controls and maximize business operational efficiency.
* Conducted performance reviews each quarter, offering praise and recommendations for improvement.

05-2011 – 02-2019 **Operation Manager**

eCentric Solutions Private Limited, Delhi

* Implementation of Comprehensive DDO software in Lady Harding Hospital, Paryavaran Bhawan, Department of Public enterprise & some other govt.
* Description :- This software is basically used for making all types of bills like salary, arrear & all other financial transactions is done by this Software in govt.
* Implementation of Core Banking Application in Major Sites Like Uttarakhand (Nainital, Tehri Garhwal), Chhattisgarh (Raipur).
* Description :- This is a web based Application basically used for making all types Banking Transactions like Account opening, Transaction, Loans and Deposits entry etc.
* Implementation of e-office Application System in Department of Telecommunication “Ministry of Telecommunications”.
* Description: - The e-Office product aims to support governance by ushering in more effective and transparent inter and intra-government processes.
* The vision of e-Office is to achieve a simplified, responsive, effective and transparent working of all government offices.
* Handled responsibilities of assisting senior technical implementation engineer in the implementation processes at client site.
* Assigned responsibilities of handling technical implementation issues in a timely manner.
* Perform responsibilities of defining and analysing technical issues and develop high-level technical expertise to solve the same.
* Responsible for assisting less trained technical resources by providing best solutions in areas of software implementation.
* Perform other job responsibilities like resource management, capacity planning and performance monitoring.
* Responsible for software implementation including requirements gathering, demonstrations, client Interaction and overall project execution.
* Experience of setting up teams from scratch and making them ready for deliverables.
* Developed and implemented daily operations plans such as delivery routes, employee assignments and promotional strategies.

01-2010 – 02-2011 **System Administrator**

Mag IT Solutions Pvt Ltd, Delhi

* Provide technical support to Client/User.
* Server Installation and Maintenance in the client side Description: - Setup windows 2003 server and configure the production environment to deploy the application.
* Resolved issues and escalated problems with knowledgeable support and quality service.
* Provided second-level support for all server class systems.
* Drove continuous improvement of IT governance processes resulting in.
* Worked with users to determine areas of technology in need of improved usability.
* Analysed complex project server issues and worked on large enterprise and business-critical applications.
* Completed reports detailing network and systems performance, costs and downtime issues.

Education

04-2010 – 06-2013 **Master of Computer Applications (MCA)**

Maharshi Dayanand University, Delhi

07-2007 – 06-2010 **Bachelor of Computer Applications (BCA)**

Maharshi Dayanand University

04-2006 – 06-2007 **Intermediate School**

Delhi Jain Public School

07-2004 – 05-2005 **High School**

Delhi Jain Public School

Additional Information

* Permanent Address : , Rz26P/7, Gali no-31, Indra Park, Palam Colony, New Delhi-45

Certification

2010 – 2011 Microsoft Certified Systems Engineer (MCSE)

2006 – 2007 Certified diploma in “Hardware & Networking” from Oxford Software Institute, Delhi.