Abhishek Kumar Pandey

Post Graduation Diploma with Computer Science (PGDCA)

Lucknow, U.P., **India**
Passport-N4828919
Valid-02/11/2025

+919956519413

abhishekpandey638@gmail.com

PROFILE

I seek an opportunity where **experience in staffing**, employee relations, project management, and superior communication skills will enhance overall strategic plan and direction of an organization. Proactive manager with demonstrated leadership abilities, strategic planning expertise and problem-solving acumen. Assists senior managers with accomplishing demanding targets by encouraging staff and coordinating resources. Methodical and well-organized in optimizing coverage to meet operational demands. Accomplished Assistant Manager with in-depth experience consistently rising through ranks. Well-versed in sales, personnel management, accounting and inventory management. Dedicated to complete knowledge of company products and services for optimized customer service. Enthusiastic management professional with demonstrated success supervising staff and building teams. Proven history of achieving sales goals by monitoring employee performance and coaching staff on effective sales methods. Skilled in solving complicated issues and making proactive operational changes. Collaborative leader with dedication to partnering with coworkers to promote engaged, empowering work culture. Documented strengths in building and maintaining relationships with diverse range of stakeholders in dynamic, fast-paced settings, etc.

SKILLS

- Microsoft Excel Advance – Thn. 2016, Operating Systems, Program installations.
- Human resources management, Spreadsheet management, Document processing.
- Administrative skills, Mail handling, Project planning, Database Management.
- MY SQL, Email & Internet & Web Designing
- Computer Fundamental, Operating System, MS-Office, Database Using MY SQL Email & Internet & Web Designing, Accounting Programming with ASP.NET language C and Internet and all Computer Application. Computer All Application
- Computer Troubleshooting, Hardware installation (LAN, Sound, Printer, Scanner) & all hardware devices. Troubleshooting Computer Problems (Windows installation, software installation, Internet connectivity etc.
- Microsoft Word, Microsoft Excel, MS power, Power Point, Language C, MY SQL, Email & Internet & Web Designing, Troubleshooting.
- To utilize human resource policies knowledge in meeting deadlines.

EMLOYMENT HISTORY (PROFESSIONAL EXPERIENCE)

1- **MIS Assistant -Centre for Health Research and Innovation With World Health Organization (WHO) on TB Project in District Kushinagar.**
   Kushinagar U.P. India |December 2022 – Current.

- Timely completion of required MIS reporting as per Global Fund & PR requirements.
- Collect, compile and manage data related to LTBI contacts demographic details, diagnostic tests and treatment details using program's MIS
- Conduct data quality checks, data audits
- Submit reports and participate in district/state level reviews periodically as per project requirement
- Undertake periodic training of project staff on the MIS system and M&E processes

- Support Supervisor and District Lead in conducting project reviews
- Undertake field visits to ensure compliance to data reporting processes and ensure quality
- Maintain patient and project data confidentiality
- Collect and maintain the documentation of drugs disbursed in program MIS Required

2- Assistant Manager - Human Resources (HR), Bala Ji Associates (Vadodara) with (PAC Plant), Gujarat Alkalies and Chemicals Limited (GACL), Dahej
Dahej, Bharuch, India |Jan-2022 – November-2022
- Provided optimal assistance to the General Manager and handled a variety of tasks.
- Served as a helpful assistant to all office staff including the Accountant, Property Manager, Maintenance Manager, and Broker.
- Served as a hardworking and effective HR Assistant in a fast-paced office.
- Effectively utilized Human Resources Information Systems.
- Effectively helped to managed Human Resources concerns and department work-flow.
- Worked to maintain strong working relationships with the Human Resources staff, resulting in positive and productive collaborations.
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
- Conducted weekly staff meetings to motivate staff members, address concerns and questions, plan improvements and evaluate progress toward goals.
- Assisted in organizing and overseeing assignments to drive operational excellence.
- Increased employee performance and job satisfaction to strengthen retention and engagement.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Established objectives to offer team members clear road map to help company achieve overall goals.
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.
- Strengthened operational efficiency to remain cost-effective while maintaining quality service.
- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.
- Developed organizational structure to outline and direct rules, roles and responsibilities.
- Created employee schedules to align coverage with forecasted demands.
- Compiled financial data to comply with budget.
- Monitored security to protect employees, customers and property.
- Reduced supply expenses, cut production costs and lowered financial expenditures to increase bottom line.etc.

3- Technical Support Assistant, High Court Lucknow with Sombanshi Infotech Private Limited, Lucknow (UP)
Lucknow, India |2020 – 2022
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Monitored systems in operation and quickly troubleshot errors.
- Used ticketing systems to manage and process support actions and requests.
- Documented support interactions for future reference.
- Assisted with updating technical support best practices for use by team.
- Provided documentation on troubleshooting of technical processes to support desk staff.
- Resolved escalated issues by serving as subject matter expert on wide-ranging issues.
- Submitted service tickets for equipment maintenance requests, etc.

4- Assistant Programmer, National Informatics Centre (NIC), District Kushinagar (UP)
Padrauna, Kushinagar, India |2018 – 2020
- Worked with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.

- Worked with cross-functional design teams to create software solutions that improved overall functionality and performance.
- Developed web applications for deployment on platforms and sites.
- Created business intelligence tools to capture client metrics.
- Designed custom dashboards and reporting interfaces, etc.

5- Office Clerk, National Informatics Center(NIC) With NIELIT District Kushinagar (UP)
Padrauna, Kushinagar, India |2016 – 2017

- Provided clerical support, addressing routine and special requirements.
- Produced high-quality communications for internal and external use.
- Provided clerical support to company employees by copying, faxing and filing documents.
- Provided quality clerical support through data entry, document management, email correspondence and overseeing operation of office equipment.
- Checked documentation for accuracy and validity on updated systems.
- Responded to inquiries from callers seeking information.
- Interacted with customers by phone, email or in-person to provide information.
- Assisted team members with administrative requirements by expertly using diverse office software, etc.

6- Roll Out Engineer (Training & Support Engineer), CMC Limited with Tata Consultancy Services (TCS), Lucknow (UP)
Lucknow, India |2014 – 2015

- Assisted with recruitment and training of new employees, while also monitoring the productivity of current employees.
- Worked to motivate and support all creative staff, resulting in excellent workflow and productivity.
- Worked to support the senior creative staff with day-to-day tasks. Made copies, faxed documents, and provided optimal administrative support to employees.
- Carried out day-to-day duties accurately and efficiently. Participated in team-building activities to enhance working relationships.
- Improved operations through consistent hard work and dedication. Resolved problems, improved operations and provided exceptional service.
- Developed and maintained courteous and effective working relationships.
- Used Microsoft Word and other software tools to create documents and other communications.
- Develop flowcharts, layouts and documentation to identify requirements and solutions.
- Produce specifications and determine operational feasibility. Integrate software components into a fully functional software system.
- Develop software verification plans and quality assurance procedures.
- Document and maintain software functionality. Troubleshoot, debug and upgrade existing systems.
- Deploy programs and evaluate user feedback.
- Ensure software is updated with latest features, etc.

7- Office Clerk, Election department in District Kushinagar (U.P.)
Padrauna, Kushinagar, India |2013 – 2014

- Provided clerical support, addressing routine and special requirements.
- Produced high-quality communications for internal and external use.
- Provided clerical support to company employees by copying, faxing and filing documents.
- Provided quality clerical support through data entry, document management, email correspondence and overseeing operation of office equipment.
- Checked documentation for accuracy and validity on updated systems.
- Responded to inquiries from callers seeking information.
- Carried out administrative tasks by communicating with clients, distributing mail and scanning documents.
- Assisted team members with administrative requirements by expertly using diverse office software.
- Drafted professional memos, letters, etc.

8- Office Administrative Assistant (PRO Division), All India Institute Of Medical Science (AIIMS), New Delhi With The Providers Management Informatics
New Delhi, India |2011 – 2013

- Learned new skills and applied to daily tasks to improve efficiency and productivity.

- Carried out day-to-day duties accurately and efficiently.
- Collaborated with team members to achieve target results.
- Worked with customers to understand needs and provide excellent service.
- Resolved problems, improved operations and provided exceptional service.
- Created plans and communicated deadlines to complete projects on time.
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
- Led projects and analyzed data to identify opportunities for improvement, etc.

9- Office Administrative Assistant, National Informatics Centre (NIC), District, Kushinagar (UP)
Padrauna, Kushinagar, India |2008 – 2010
- Created and updated records and files to maintain document compliance.
- Delivered top-notch administrative support to office staff, promoting excellence in office operations.
- Responded to inquiries from callers seeking information.
- Provided clerical support to company employees by copying, faxing and filing documents.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Prepared mail and packages for shipment, pickup and courier services to expedite delivery.
- Drafted agendas, recorded minutes and generated documents to facilitate meetings.
- Offered technical support and troubleshot issues to enhance office productivity.
- Updated spreadsheets and databases to track analyze and report on performance and sales data.

ACADEMIC DETAILS

- **Diploma:Post Graduate Diploma in Computer Application -TCTI, District Kushinagar** by **Dr.BR Ambedkar Computer Saksharta Mission**, Kanpur (UP)

- **Course on Computer Concepts (CCC)** From **NIELIT** (formerly **DOEACC Society**).

- **Advance Diploma** in **Computer Application 1 YEAR** from **ICS Kasia**, Kushinagar (UP).

- **Advance Diploma** in **Computer Application 6 MONTH** from Guru Gram (Haryana).

- **Graduation** in **Bachelor of Art (BA): Sociology, Education** with 40 % in year 2010 from DDU Gorakhpur University Gorakhpur (U.P.).

- **Intermediate (10+2):** Physics, Chemistry, Mathematics- with 1st Division 65 % in year 2006 from State board of high school & intermediate Education Uttar Pradesh

- **High School (10th):** Science - with 1st Division 66.66% in year 2004 from State board of high school & intermediate Education Uttar Pradesh.

TECHNICAL SKILLS

- **Software packages**- Computer Fundamental, Operating System, MS-Office, Database Using MY SQL Email & Internet & Web Designing, Accounting Programming with ASP.NET language C and Internet and all Computer Application.

- **Hardware packages**- Hardware installation (LAN, Sound, Printer, Scanner) & all hardware   devices. Troubleshooting Computer Problems (Windows installation, software installation, Internet connectivity etc.

PERSONAL INFORMATION

- **Father Name**   :-   **Shri Prajapati Pandey**
- **Date of Birth**   :-   **16/12/1989**
- **Permanent Address**   :-   Village Ghoraghatia PO Sikta, Distt Kushinagar (UP) 274303
- **Hobbies**   :-   Playing Cricket, Reading books and news paper
- **Language known**   :-   English, Hindi

Declaration

I hereby declare that all the information given above is true to the best of my knowledge and belief.

DATE: Jun 2023

PLACE:

(ABHISHEK KUMAR PANDEY)