

Professional Summary

Experienced professional with over 20 years in customer service, IT support, and administration, currently seeking a role as a Public Relations Officer. Proven track record in liaising with government entities, managing documentation and records, and providing exceptional support and advice on regulatory and residency matters. Strong communicator with a detail-oriented approach and the ability to manage multiple tasks efficiently.

Work Experience

Polyskills Institute, Dubai, UAE – Administration (IT Support)

Apr 2023 – Present

- Coordinated and managed all IT-related setups and maintenance for Occupational English Language Test (OET) sessions.
- Provided technical support, troubleshooting, and ensured the smooth functioning of all AV equipment, computers, and peripherals.
- Assisted with student registrations, ensuring accurate and timely data entry and record-keeping.

H & A Technologies, Nashik, India – Business Development Manager

Jan 2007 – Present

- Developed and maintained relationships with clients, including negotiating contracts and managing communications.
- Oversaw financial management, planning, and execution of business development strategies.
- Created and managed digital content, marketing campaigns, and coordinated product/service photo and video shoots.
- Maintained comprehensive records of client interactions, financial transactions, and project documentation.
- Achievements: Generated \$400,000 in revenue and maintained a 0% attrition rate for four consecutive years.

Symbiosis Institute of Operations Management, Nashik, India – MDP Coordinator

May 2001 – Dec 2006

- Acted as a liaison between the institute and local businesses for student placements and project opportunities.
- Organized pre-placement interviews, managed data for over 300 companies, and developed faculty resources.
- Coordinated national-level exams and placement drives, achieving a 99% success rate for MBA student placements.
- Achievements: Successfully conducted MDPs and outdoor learning sessions for industry participants.

Previous Employment:

- **Ashoka Universal School, Nashik – Admission Coordinator / Public Relations Officer**
 - **Symbiosis Center for Management and Human Resource Development, Pune – Academic Coordinator**
 - **Fravashi International Academy, Nashik – Admission Coordinator / Public Relations Officer**
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Education

National Council of Vocational Training (NCVT)

Directorate of Vocational Education & Training, Govt. of India

Apr 1994 – Apr 1997

- Subjects: Engineering Mathematics, Engineering Drawing, Social Studies
- Achievements: First Class First in District and State Level Skills Competition in the trade of Turner.

Maharashtra State Certificate in Information Technology (MS-CIT)

Maharashtra State Board of Technical Education, Mumbai, India

Jun 2003 – Jul 2003

- Subjects: Microsoft Office, Internet, Computer Hardware
 - Achievements: First-class First with the highest score in MS Office.
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Skills and Abilities

- **Public Relations and Government Liaison:** Experience in coordinating with government entities, managing applications for work permits, visas, and business licenses.
 - **Documentation and Recordkeeping:** Proficient in maintaining accurate and updated records, sorting/filing techniques, and ensuring confidentiality.
 - **IT Proficiency:** High-level IT skills, including Microsoft Office Suite, WordPress CMS, and troubleshooting hardware/software issues.
 - **Communication:** Excellent verbal and written communication skills, capable of providing clear advice and guidance to employees and stakeholders.
 - **Time Management and Attention to Detail:** Ability to manage workloads efficiently, meet deadlines, and ensure meticulous attention to detail.
 - **Relationship Management:** Strong relationship management skills, adept at maintaining professional interactions with clients, colleagues, and government officials.
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Personal Information

- **Date of Birth:** 12 April 1975
 - **Nationality:** Indian
 - **Gender:** Male
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Hobbies and Interests

Photography and Videography, Music (Piano, Guitar, Tabla, and Harmonica), Sports (Table Tennis, Badminton, and Tennis), Origami
