**Curriculum Vitae**

Prashant Kumar Swarnakar

FF-08, KAILASH VIHAR, KAILASH PURI, RAIPUR, (C.G.)

Email ID - [sw.prashant29@gmail.com](mailto:sw.prashant29@gmail.com) Contact - 9300928113

# Professional summary:

## Experienced managing and formatting big data for use in financial forecasts. Able to monitor large servers for efficiency and speed. Skilled with troubleshooting database and communicating fixes to co-workers. Committed to maintaining excellence in information system use. Willing to work flexible hour as needed to keep machines running.

**Professional Experience**:

* 2 Year 6 month experience in MPTA Education Pvt Ltd as State MIS Head under DDU-GKY Project.
  + Responsible to submit PER and PPWS over MRIGS,MPR and SKILL India Portal
  + Responsible to upload curriculum and training plan of approved trade.
  + Responsible to submit DDR of assigned state and if needed, rectify DDR over MRIGS.
  + Responsible to cross check of BIR before the batch start.
  + Responsible for Batch Creation, Candidate Registration, candidate enrollment, OJT plan submission, Batch closer, external assessment, batch closer & Placement uploading approved by Q-Team in MRIGS & MPR.
  + Responsible for submit MPR of every month to SRLM, NABCON or CTSA.
  + Co-ordinate with SRLM for different types of MIS related task.
  + Responsible for batch freezing should be as per policy defined by the Management inline with the SOP.
  + Responsible for managing Bio-metric attendance on daily basis – ID creation, attendance marking status and generating report of the same.
* Responsible to maintain candidate and staff attendance of every day for financial report.

## 1 Year and 4 month experience in Orion Educate as Sr. Liaison Executive under

**DDU-GKY Project**.

**Job Role**

* + - Responsible to enhance the Quality of the Trainees
    - Responsible to enhance the performance of the Trainees
    - Responsible to schedule interview for the trainees
    - Responsible to maintain campus drive as well as MIS Report
    - Responsible to maintain all standard formats.
    - Responsible to send weekly report.
    - Responsible to send daily report to the HO.
    - Responsible for admission and counselling of trainees.
    - Responsible to prepare center for DDR.
    - Responsible to close all observation given by NIRD.
    - Responsible to take daily report from mobilizers.
    - Responsible to send weekly attendance of trainers and trainees.
* 1 Year experience in Orion Educate as BPO Trainer under **DDU-GKY Project**.

**Job Role**

* + Responsible to enhance the Quality of the Trainees
  + Responsible to enhance the performance of the Trainees
  + Responsible for scheduling interviews for the trainees
* Responsible to send weekly attendance of trainers and trainees.

## 3 Year experience in BPO (Mphasis an Hp company) as Sr. CSR.

**Job Role-**

* + Responsible to maintain customer relationship.
  + Responsible to Handle customers calls and Queries.
  + Responsible to maintain quality service to the customer.
  + Responsible for customer satisfaction as well better service.
  + Responsible to give good productivity.

# Achievements :-

## Awarded as best employee for maintaining good quality till 6 month.

* Awarded best employee of the month.
* Achieved targets in three successful months.

**Education Detail:-**

|  |  |  |  |
| --- | --- | --- | --- |
| **S. No.** | **EXAMINATION** | **BOARD/UNIVERSITY** | **RESULT** |
| 1 | PGDCA | Dr. C.V. Raman | PASS ( 72% ) |
| 2 | BACHELOR OF COMMERCE | Kalinga University | PASS (66.1%) |
| 3 | DCA | ITSC Computer, Raipur | PASS (A+) |
| 4 | HR.SEC.SCHOOL.CERTIFICATE | CG State Open School, Raipur | PASS (51.6%) |
| 5 | HIGH SCHOOL CERTIFICATE | CG Board, Raipur | PASS (42.5%) |

# Personal Details:

Name - Prashant Kumar Swarnakar Father name - Mr. Lalit Kumar Swarnakar Mother Name - Smt. Premlata Swarnakar DOB - 29.01.1987

Married Status - Married

Nationality - Indian

Address - FF - 08, KAILASH VIHAR, KAILASH PURI, RAIPUR, (C.G.)

# Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge. I do hereby declare that above particulars of information and facts stated are true, correct and complete to the best of my knowledge.

Date: 08-01-2020 **Prashant Kumar Swarnakar**

Place: Raipur