

## Summary

- A results-oriented IT professional with over 10 years of experience in managing E- Governance projects, planning and management, Hardware, Software, Network Administration, and support using multiple tools and technologies
- Presently working as **Sr. Technical Writer** with 22<sup>nd</sup> Century Technologies, Inc. Chandigarh since Oct '09.
- Worked as **Proposal Writer** with IDS InfoTech Ltd., Mohali from Apr '07 to Oct '09 and as **Technical Assistant** with Department of Information Technology, Government of Punjab from Sep '05 to Apr '07.
- Successfully handled end to end projects inclusive of e-tendering, configuration of hardware, liaising with IT agencies, Govt. of India for induction of Information Technology in the State.
- Proven to possess exceptional management skills with the ability to organize team efforts and positively motivate people to achieve their best.

## Skills

<b>Certifications:</b>	<b>Microsoft Certified System Engineer</b> in MS Windows 2000 MCP ID: 2558168 (To validate, <a href="#">Click Here</a> Transcript ID: 683578 Password: garg6574) <b>MS Windows Vista Desktop Administration</b> , Certified from Brainbench.com Transcript ID: 6005823
<b>Operating Systems:</b>	Microsoft NT Server 4.0/ Windows 98/ NT/ 2000/ XP/ 2003/ Vista
<b>Office Environment:</b>	MS Office Professional 2007, PageMaker 7.0, Photoshop, Quark Express 6.0, MS Visio 2007
<b>Network Tools:</b>	Ethernet, Broadband, Wireless Fidelity (Wi-Fi) under Mobile PCs.
<b>Hardware:</b>	Pentium 4 and Centrino chipset based PCs & Laptops, HP, IBM and Dell Servers, Switches, Wifi Routers
<b>Utilities:</b>	Norton Anti-Virus, McAfee Virus Scan, Computer Associates, VNC
<b>Web Development:</b>	DreamWeaver, HTML, Microsoft FrontPage, SwishMax

## Professional Experience

### Oct 09 – Present Sr. Technical Writer - 22nd Century Technologies, USA/ Outline Systems, India

- o Respond to US State government RFP/ RFI/ RFQ/ RFO, Prepare High Level Project plan, High Level cost estimation, prepare project management methodology/ approach.
- o Won Federal contracts and taking care of requirements from UNDP/ UNFPA.
- o Preparing documentation for the proposals as per requirement raised by clients.
- o Leading team of Proposal Writers.
- o Responsible for timely submission of responses and analyzing them before they got submitted.
- o Analyze the solicitation documentation and develop new proposal templates and proposal documents and serve as the point of contact for compiling, formatting and submitting proposal documents.
- o End2end responsibility for delivery of Technical Proposals for U.S. government clients.
- o Analyze RFPs to prepare a responsive outline and compliance matrix, plan the writing and development effort, and establish activity milestones.
- o Overall, got 7 positive results in less than first 6 months and selected as “**Employee of the Quarter**”.
- o Co-ordinate team efforts for successful delivery of proposals.
- o Control proposal development process including but not limited to Research and gathering technical and/ or business information for use in proposal development activities.
- o Coordinate with Manager and project members to ensure smooth operations

### Apr '07 – Oct '09 Technical Proposal Writer - QSSI, USA/ IDS InfoTech Ltd. India

- o Serving development team by creating templates and documenting user & instruction Manuals for in-house developed applications
- o Assisting to the process of Proposal writing, performing various activities like formatting documents, designing of Organization Charts, Procedural Functions, System Architectures and other technical drawings using MS Visio
- o Responsible for updating the resumes to be included in the respective proposal based on the requirements of the proposal
- o Working experience of various document version control applications such as PRIVIA and I-Know
- o Proficient in using various designing tools, and responsible for designing cover pages for QSSI proposals
- o Responsible for filtering re-usable content for future projects.
- o Member of proposal writing team that has submitted various proposals to various federal departments
- o Responsible for preparing responses for the RFPs/ RFQs and WR of federal clients
- o Documentation of installation & user manual for IDPRS application
- o Also documented installation & user manual for client's Data Mining application
- o Consistently providing technical inputs to the response being sent by client for our recommendations.

### Sep '05 – Apr '07 Technical Assistant - Department of Information Technology, Govt. of Punjab

- o Setting up of State e-Governance Mission Team (SeMT) & Project e-Governance Mission Team (PeMT) under NeGP in the State of Punjab
- o Implementation of ICT Education – Phase 3 in Department of School Education, Punjab
- o Computerization of Department of Local Government

- o Computerization of Economical & Statistical Organization
- o Computerization of Punjab Police Head Quarters, Chandigarh
- o Preparing Request for Proposals (RFP) for procurement of hardware/ software for computerization of different departments and for hiring manpower under National e-Governance Plan (NeGP).
- o Help in finalization of Hardware specifications/ configurations for IT Resource & Acquisition
- o Providing technical assistance and support for site preparation during the installation of computers
- o Assisting inspection team of the department for the inspection of various IT related products
- o Nominated as Member Secretary of Standing Tender Opening & Evaluation Committee for setting up of SeMT & PeMT and responsible for convening meetings related to Punjab State e-Governance Society (PSEGS).

#### **Aug '04 – Apr '05      Network Administrator - Punjab State Council for Science & Technology, Govt of Punjab**

- o Upgraded all computers from Windows 98 to Windows 2000 Professional environment and Windows 2000 Advance Server on server machine.
- o Imparted training to let the users familiar with client/ server model and Windows 2000 environment.
- o Implemented Client-Server model for antivirus solution using Symantec's Norton Corporate 9.0.
- o Issued guidelines for the effective & safe use of Internet.
- o Handled council's website www.pscst.com & emails over the domain.
- o Automated updates of service packs on all client machines

#### **Aug '01– Aug '04      Technical Support - Department of Information Technology, Govt. of Punjab**

- o Maintenance of local area network of the department
- o Technical support during installation, testing and commissioning of the hardware and system software.
- o Technical help and support in exploring new hardware & software packages.
- o Help in finalization of Hardware specifications/ configurations for IT Resource & Acquisition.
- o Technical help and support for site preparation during the installation of computers.
- o Technical support in the Main & Mini Secretariats, Chief Minister Office & officers including IAS & PCS Officers
- o Assistance in Inspection of IT related products

#### **Major Projects Worked**

##### **Implementation of Capacity Building under National e-Governance Plan (NeGP)**

- o Team member who prepared Detailed Project Report (DPR) for the Implementation of Capacity Building under NeGP.
- o Assisted the team in preparing e-Governance Roadmap and Capacity Building Roadmap for State of Punjab.
- o Liaison with consulting companies in setting up of SeMT and PeMT teams in the State of Punjab

##### **ICT Project: Computerization of Department of School Education (Phase III)**

- o Provided all Technical assistance to the Department of School Education in implementation of ICT Education in Government Schools of Punjab.
- o Team member responsible for preparation of Request for Proposal (RFP) for procurement of IT equipments for schools in Punjab for third phase.
- o Member of team for preparation of MOU & Service Level Agreement (SLA) with the Turnkey Service Provider (TSP) and Department of School Education.
- o Coordinated Department of School Education for the implementation of ICT project

#### **Education**

- o MBA – IT (Presently, completed by Dec 2010), Maharishi Dayanand University, Rohtak
- o B. Sc. – IT, Punjab Technical University, Jalandhar
- o Diploma – Computer Engineering (Full Time), Punjab State Board of Technical Education & Industrial Training, Chandigarh
- o Microsoft Certified Systems Engineer (MCSE)
- o Microsoft Certified Professional (MCP)
- o Brainbench Certified Windows Vista Desktop Administration