

Summary

- A results-oriented IT professional with over 11 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 22nd 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

Documentation Proposal Development, Response to RFPs, RFQs, RFIs, User Manuals and instructions manuals for software applications, Case Studies, White Papers.

Microsoft Certified System Engineer in MS Windows 2000 MCP ID: 2558168 (To validate, [Click Here](#))

Certifications: Transcript ID: 683578 Password: garg6574)

MS Windows Vista Desktop Administration, Certified from Brainbench.com **Transcript ID:** 6005823

Operating Systems: Microsoft NT Server 4.0/ Windows 98/ NT/ 2000/ XP/ 2003/ Vista

Office Environment: MS Office Professional 2007, PageMaker 7.0, Photoshop, Quark Express 6.0, MS Visio 2007

Network Tools: Ethernet, Broadband, Wireless Fidelity (Wi-Fi) under Mobile PCs.

Utilities: Norton Anti-Virus, McAfee Virus Scan, Computer Associates, VNC

Web Development: DreamWeaver, HTML, Microsoft FrontPage, SwishMax

Professional Experience

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

- o Response to US State government RFP/ RFI/ RFQ/ RFO/ EoI, 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 Leading team of Proposal Writers; and preparing documentation for the proposals as per requirement raised by clients.
- 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 Preparing and tailoring methodologies for various processes as per requirements.
- 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 Served development team by creating templates and documenting user & instruction Manuals for in-house developed applications
- o Assisted 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 response documents
- 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, adjudged “**Employee of Month – July 2008**”
- o Responsible for preparing responses for the RFPs/ RFQs and WR of federal clients
- o Documentation of installation & user manual for IDPRS application and Data Mining application.
- o Consistently providing technical inputs to the response being sent by client for our recommendations.
- o Created templates for various proposals, processes using standard methodologies.

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

- Implementation of ICT Education – Phase 3 in Department of School Education, Punjab
 - Computerization of Department of Local Government
 - Computerization of Economical & Statistical Organization
 - Computerization of Punjab Police Head Quarters, Chandigarh
- o Prepared 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 Helped in finalization of Hardware specifications/ configurations for IT Resource & Acquisition
 - o Provided technical assistance and support for site preparation during the installation of computers
 - o Assisted inspection team of the department for the inspection of various IT related products
 - o Created and evaluated RFP documents for computerization of state government departments.
 - o 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).
 - o Member of Standing Tender Opening and Evaluation Committee (STOEC) for procurement of Hardware/ Software

Apr '05 – Sep '05 Technical Assistant – Pushpa Gujral Science City, Kapurthala, Govt of Punjab

- o Prepared project proposal was prepared for the proper and effective use of Computer Center. Took initiative by running computer center for providing computer education to the nearby students at no-profit no-loss cost. IT-Primer 1, prepared by the Government of Punjab, being taught in this computer center as a course module.
- o Routine backup of the database from its different locations. Developed an idea for automatic backup.
- o Responsible for the proper functioning of the various computer systems being installed in the Science Voyage Hall, Laser Theater, Space Gallery and Computer Center.
- o Responsible for the proper functioning of Geo-Media, an American License based Application, for showing different geographical locations.
- o The organization was using KNOW-IT, an application used for Ticketing Counters and billing system.
- o Automated updates of service packs on all client machines

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.
- 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 & creation of official emails accounts for the users.
- 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

Other Experience

Jul '99 – Jul '01 Hardware Engineer

- o Creating and maintenance of local area network for various local clients.
- o Troubleshooting of desktops/ laptops/ printers
- o Providing technical support on-call basis.

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.
- o Team member responsible for preparation of RFP for procurement of IT equipments for schools in Punjab for third phase.
- o Member of team for preparation of MOU & Service Level Agreement with the Turnkey Service Provider and department.
- o Coordinated Department of School Education for the implementation of ICT project

Education

- o MBA – IT, 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