

SHIV TIWARI

JAIPUR, India 302031

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Indian

01/09/1984

Married

SKILLS

- Communication skills
- Problem-solving
- Willingness to learn
- Calm under pressure

SUMMARY

Over 18+ years of hands on experience in e-Governance Project Management. Achievement oriented with strong belief in team play and leading a team by example and motivate them to achieve the desired objectives. Proficient in project management & implementation, setting up infrastructure of offices, vendor management, procurement of assets, managing purchase orders, negotiating contracts and maintaining records.

EXPERIENCE

October 2015 - Current

Roll Out Manager CMC Ltd | Jaipur, India

To augment and improve the delivery of passport services to Indian Citizens, the Ministry of External Affairs (MEA) launched the Passport Seva project (PSP) in May, 2010 in which the Ministry had engaged Tata Consultancy Services (TCS) as its service provider to execute the project comprising of setting up Passport Seva Kendras (PSKs), Procurement of assets, IT infrastructure, software development, manpower supply, process re-engineering, change management and managing overall wing to wing operations/ administration activities in conjunction with Ministry officers at all the PSKs across India.

Rolling out new Passport Seva Kendra and refurbish of existing ones..

a. For new PSK, identifying new properties with the support of TCS registered IPCs (International Property Consultants who help in providing personalised, care and considered advice on all areas of properties in all key market.

b. Preparing CFT evaluation reports for the new identified sites, on the basis of govt requirements and sharing with MEA and TCS for necessary approvals.

c. Facilitating new site inspection by designated personnel from TCS and MEA

d. Scrutinizing the bid submitted by vendors.

e. Finalising the competent vendors whether in housed (TCS), outsource or from the local market, after all the relevant negotiations in terms of price, qualities and past experience.

f. Formulating an agreement with the finalised vendor outlining Payment terms, SLAs, DLP period, OEM warranty period etc.

g. Creating PO (Purchage Order) and categorising in three parts Leasehold, Opex and Capex items.
h. Issuing BOQ (Bill of Quantity) mentioning the complete details of all items viz brands, quantity, specification, configurations etc.
i. Supervising all the work being carried out by the build partner/vendor at all the sites by assigning an executive who personally visit the site to ensure the correctness and completion of work in stipulated time frame.
j. Verifying the bills raised by build partner by matching them against the assets and work items.
k. Identifying the gaps and preparing the snag list if required.

February 2010 - September 2015
Citizen Service Manager CMC Ltd | Sikar, India
· Managing passport applications processing at PSK
· Ensuring resource availability and allocation
· Managing P&L and to act as the Cost Centre Head of the branch Managing the relationship with the client and all stakeholders. Liaison with the Ministry staff
· MIS reporting and resource planning for smooth functioning
· Meet budgetary objectives and adjust with project constraints based on financial analysis
· Managing the technology & IT assets used to support & deliver services
· Ensuring compliance to all administrative related activities
· Maintain SLAs as defined by the Ministry & company

May 2006 - January 2010
Team Leader CMC Ltd. | JAIPUR, India

- The Ministry of Corporate Affairs has decided to change its working nature from manual mode to electronic mode. Subsequently, in an open bidding process, the Ministry selected TCS to implement this change. TCS has developed an application for the project and has provided initial support for four years.
- I was recruited as a Customer Service Executive, and my primary responsibility was to educate professionals about the application developed by TCS, while simultaneously filling out the application on behalf of professionals and submitting the application to the ROC.
- Project Name - MCA-21.
- Client - Ministry of Corporate Affairs.
- Project Duration: 4 years.

EDUCATION

2012
Diploma of Higher Education | Operations
MBA, SCDL

2004
Rajasthan University | Arts
Maharani Shri Jaya College, Bharatpur

2001
CBSE | Arts
Kendriya Vidhyalaya, Bharatpur

1999
CBSE | All Subject
Kendriya Vidhyalaya , Jaisalmer

LANGUAGES

English: B1
Intermediate

Hindi: C1
Advanced

HOBBIES AND INTERESTS

- Participate in Marathon
- Playing Cricket
- Participation in social activities

PROJECTS

- Passport Seva Project
- Ministry Of External Affairs (MCA-21) Project

REFERENCES

- Vivek Bijlani- work in TCS- Senior Manager
- Avinash Sharma- Admin Executive

ACCOMPLISHMENTS AND AWARDS

- Recognized by ROC for the projects delivering outstanding performance.
- Received several mails while do work.

HOBBIES AND INTERESTS

- Participate in Marathon
- Playing Cricket
- Participation in social work