

CURRICULUM VITAE

Individuality	
Name	Himanshu Chandna
Gender	Male
Status	Single
Email	himanshuchandna3@gmail.com
Mobile	+919928825720
Roles Served	Project Manager, Business Analyst, Technical Support Executive
Certifications	(i) Pursuing PMP from Project Management Institute U.S.A in 2024 (ii) International Institute of Business Analysis, Canada endorsed Agile Business Analyst Certification achieved in Dec 2021
Core Competencies	Stakeholder Management, Customer Relationship Management, Client Concierge, Business Analysis, GAP Analysis, Process Management, Work Break Down Structure, Project Charter, Project Legitimacy, Risk Analysis
I.T. Skills	Acquainted with M.S. Products, B.R.D, F.R.D, M.O.U, N.D.A formats & Jira, Trello, Slack, Asana, Clockify - Project Management related tools.
Linguistic Qualities	English {U.K, U.S.A., A.U.S dialects (Speak, Read & Write)}, Hindi(Speak, Read & Write), Bengali {Eastern & Western dialects (Speak, Read & Write)}, Punjabi{Eastern & Western dialects (Speak)}

Career Timeline		
Role	Period	Organization
Assistant Project Manager	28 th Nov 2023- 10 th Jan 2024	The National Bank for Agricultural & Rural Development at Rajasthan State Cooperative Bank (Apex), Jaipur on payroll of Oswal Computers & Consultants, Indore for the Project 'Computerization of Primary Agricultural Cooperative Societies' in collaboration with Price Water Coopers, T.C.S, Intellect, Inspra under supervision of The Rajasthan State Project Management Committee
Project Manager	29 th Aug 2022- 31 st Oct 2023	The Rajasthan Department of I.T. & Communication at Yojna Bhawan, Jaipur for Xtranet Technologies, Bhopal on payroll of Alstonia Consulting LLP, New Delhi for the Project 'Raj eVault' in collaboration with IBM Expert Labs monitored by The Rajasthan State E-Mission Team
Project Manager	9 th March 2022-30th June 2022	Zordial Technologies, Jaipur (A Partner of Salesforce, U.S.A)
Business Analyst	29 th Sept 2021-1st March 2022	P.T.I WebTech, Jaipur
Business Analyst	5 th March 2018 -31st March 2021	Artistixe IT Solutions, Jaipur
Customer Care Executive	10 th Sept 2012 - 2 nd Oct 2013	Jaipur based 'Nokia Careline' process of Paris -originated 'Teleperformance' on payroll of CRM Services India Ltd.

Profile Summary

- Focused professional with 6 yrs. of involvement in mapping Business Requirements, Technical Documentation, Troubleshooting for Information Systems Management , client handling.
- Involved in administering project management activities which include planning, design, scope management, estimation, resource administration and completion of project with specified parameters within deadlines.
- Gained onsite experience in Client Handling during the job at Teleperformance while working with Nokia Careline -Technical Support Contact Centre no. 0141 30303838
- Regained onsite experience in Client Handling at Department of I.T., Yojna Bhawan, Jaipur & Rajasthan State Cooperative Bank (Apex), Lal Kothi area Jaipur.
- Recognized as a savvy leader with strength in managing the team, executing plans & arriving at the schedules and conducting reviews.
- An effective communicator with exceptional relationship management skills & the capability to relate to people at any level of business or management.
- A seasoned 'out of the box & critical thinker' with the ability to plan & implement both multidimensionally & objectively; hence maneuvering to the broader picture.
- Performing requirement gathering and elicitation in web software development projects.
- Mapping requirements & providing optimum solutions involving evaluation & definition of scope of project and finalization of project requirements.
- Co-operating with the customers, stakeholders and other team members to manage & execute the projects, create schedules, meet expectation, manage risks and deliver projects on time.
- Offering training sessions to new members in the team.
- Supervising design & implementation of problems and conflicts; suggesting improvement in the operations and processes to make the system fool proof.
- Suggesting improvements regarding system & extending onsite support to clients including maintenance.
- Examining project progress and outstanding issues, also ensuring the quality & timeliness of the deliverables.
- Assisting the Company in Client Concierge & maintaining regular rapport with its Clientele through mails/ greetings/ work portfolio updates etc.
Sourcing, Identification & Conversion of organic leads through online work portals, cold calling & promotion

Academics

Correspondence M.B.A Finance Degree from Jaipur National University – School of Distance Learning in 2021 with first division.

B.Tech Computer Science & Engineering Degree from Swami Keshvanand Institute Of Technology Management & Gramothan, Jaipur, affiliated to Rajasthan Technical University, Kota in 2018 with first division.

Higher Secondary from Hem Sheela Model School, Durgapur, West Bengal through C.B.S.E, New Delhi in 2005 with Computer Science, English, Maths, Physics, Chemistry

Matriculation from St.Xavier's School, Durgapur, West Bengal through I.C.S.E, New Delhi in 2003 with Physics, Chemistry, Maths, Geography, History, Civics, Economics, English, Hindi