

SUMMARY

Dedicated IT & Operations professional with experience in **data management, IT coordination, asset handling, user support, and organisational workflow management**. Currently working as a **Data Entry Operator** under the IT Department at PNGRB (Petroleum and Natural Gas Regulatory Board), New Delhi, handling **end-to-end IT-related support and digital record management for the entire board**. Known for accuracy, adaptability, teamwork, and proactive problem solving.

TECHNICAL SKILLS

Operating Systems: Linux, Windows, Unix
User Research
Computer Languages: C, C++, HTML, CSS, Python
Networking: CCNA (Routing & Switching), N++
Cyber Security: CEH

AREAS OF EXPERTISE

Management Skills

Teamwork

Active Listening

Leadership

Time Management

Critical Thinking

PROFESSIONAL EXPERIENCE

- PNGRB, New Delhi – Data Entry Operator | IT Assistant**

Nov 2024 - Present

(Employed full-time through third-party agencies — initially *Alert Enterprises*, currently *M/s Sharma Enterprises*)

- Maintaining IT-related data and departmental documents for the whole Board
 - Supporting IT workflows, record creation, and system-based coordination
 - Troubleshooting and reporting technical concerns to IT teams and vendors
 - Assisting officers and staff with digital documentation and application processing
 - Ensuring structured logs for IT operations and administrative tasks
- Blackeagle Logistics – Digital Account Manager**

2021 – 2024

- Client coordination and digital account handling
 - Time management, teamwork, and leadership execution
 - Supported operational workflows and logistics communication

EDUCATION

- Class 10th CBSE

2015 – 2016
- Class 12th CBSE

2017 – 2018
- B.Tech — CSE | Raffles University | Rajasthan

2021 – 2024

ADDITIONAL INFORMATION

- Languages:** English, Hindi.
- Hands-on knowledge of Linux, Windows, Unix platforms
- Familiarity with Web Server Security & Computer Networking
- Always eager to learn and adopt new technologies