

CURRICULUM VITAE

RAVIDAS JHA

Add :- Peetambra Puri, Gali no. 1, Behind Collectrate, Datia (M.P.)

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- **Career Objective:-**

Aspiring for a job that requires creativity, practicality and technical aptitude. To excel in demanding and challenging environment and to provide myself to be an assets for the organization.

- **Educational Qualification:-**

- Higher Secondary from M.P. Board, Bhopal (M.P.)
- High School from M.P. Board, Bhopal (M.P.)

- **Professional Qualification:-**

- ITI (electrician) NCVT , New Delhi (India)
- B.A. (Hindi Literature) from Jiwaji University Gwalior (M.P.)
- M.S.W. (Pursuing, 2nd Year) from Maharishi Vishwavidyalaya, Katni (M.P.)

- **Certification:-**

- Certified Trainer of Customer Care Executive (RC) in Telecom Sector Skill Council under National Skill Development Corporation & Ministry of Skill Development & Entrepreneurship.
- NIESBUD Certified Trainer THE NATIONAL INSTITUTE FOR ENTREPRENEURSHIP AND SMALL BUSINESS DEVELOPMENT (NIESBUD)
An Autonomous Institute under Ministry of Skill Development and Entrepreneurship
Govt. of India
- Completed Online BRIDGE "Train The Trainer" Program covering the modules on Effective Trainer Skills and BRIDGE Program Implementation organized by Bosch Limited (BOSCH Skill India)

- **Experience:-**

- 1 Year **Computer Operator** in Electricity Department, Datia (M.P.) 2014 - 15
- 1 Year UIDAI Verification **Supervisor** In CSC Pvt. Ltd. Bhopal (M.P.) 2015 -16
- 1 year **Call Center Executive** Experience in Karvy Data Management service Ltd. Gwalior (2016-17)
- 1 Year **Stock Manager** In Mahendra Education PVT LTD, Gwalior (2017-2018)
- 1 Year **Customer Care Executive Trainer (Assistant Manager)** In Mahendra Skills Training & Development PVT LTD, Guna M.P. (2018-2019)
- I Have Currently Working **Branch Head (Deputy Manager)** In Mahendra Skills Training & Development PVT LTD, Guna M.P. (MAY 2019 to Present)

- **Roles & Responsibilities:-**

- **As a Computer Operator** - Feeder Related Data Manage, Customers Bill & Quarry Data Manage, Department Related Data Manage etc.
- **As a Supervisor** - Verify the all Aadhar data provided by the operator, Upload all Aadhar Data on UIDAI Portal, Monitoring all operators working.
- **As a Customer Care Executive** - Manage Customer Quarry, Request & Complaint on call, Resolve Customer QRC on Proper Way, Focus On Customer Satisfaction, Better Communication Skills
- **As a Stock Manager** – Manage all Branch Related Stock Like – Students Books, I-Card, Beg, Branch Asset Item, Branch Expenses Related Bill etc.
- **As a Trainer (Assistant Manager)** – Evaluate Trainee performance to gauge where skills are lacking, Create training programs to address skill gaps in Trainee, Prepare learning materials for Training, Research new teaching methods, To remove hesitation of the Trainee and develop their skills, Focus on Trainee Placement strategy etc.
- **As a Branch Head (Deputy Manager)** - Leading and motivating our team, Admin Back Office Work, Audit Work, Branch Accounting Responsibilities, Manage all employees & outsource, Conduct Team Training Session in Every Week, Reducing branch expenses, Focus on Proper Mobilization & Training Quality, Trainee Placement, Ti-ups & MOU of Local & other Placement agency, Conduct Rojgaar Mela in Every Month, Meeting With All district & State Label Authorities for New Govt. Skills Project etc.

- **Skill Experience Project & Scheme:-**

- PMKVY, RPL, MP Skill, Nabard, CSR, Skill Hubs, CFW Special Project, NULM, Paid Vertical, MAPCET, DDUGKY, DDUKK

- **Strengths:-**

- Beautiful combination of imagination and reality, devotion, clarity and confidence.

- **Weakness:-**

- I can only do one thing at a time.

- **Hobbies:-**

- Watching cricket, Internet Surfing, reading geography books, writing, eating food, Bike Riding, Playing Guitar

- **Technical Skills:-**

- Internet, MS word, MS Excel, Power point, E-mails, Technical support

- **About Me:-**

- I Love privacy and I Hate alcoholic. I am believe in science.

Personal Details :-

- Name : Ravidas Jha
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- Father's name : Shri Laxminarayan Jha
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- Date of Birth : 22-Jan-1993
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- Gender : Male
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- Marital Status : Unmarried
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- Language Known : Hindi / English
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- **Declaration:-**

I Hereby Declare That All The Information Given Herein Is True To The Best Of My Knowledge And Belief.

Date : -

Place : -

“RAVIDAS JHA”

