RAM LAKHAN

Expertise: Power BI | Office 365 | VSAT| e-Office | Social media | Video Conferencing | Cisco Webex

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PROFESSIONAL OVERVIEW

Accomplished and adaptable professional with 11+ years of cross-functional experience in technical operations, data analytics, administrative coordination, and digital communication within premier academic and government institutions. Skilled in managing enterprise tools, video conferencing platforms, procurement systems, and Power BI-based dashboard reporting. Eager to join a forward-thinking organization to contribute to operational excellence, drive digital innovation, and grow through continuous learning in a global environment.

CERTIFICATIONS

- **Power BI Data Analyst Associate**
  Microsoft Certified
- **Network Technology & Devices**
  HCL CDC, Chandigarh
- **Rajasthan State Certificate in Information Technology**
  VMOU, Kota, Rajasthan
- **Book Published Author Certificate**
  Notionpress.com

TRAINING

- *Completed an* **administrative training** *program at* **IIT Delhi**, *covering modules on* **MS Excel, Right to Information (RTI) Act, Pay Fixation, Reservation Roster, and National Pension Scheme (NPS)**.
- *Attended a* **six-day specialized training** *program on* **Tele-Education Network, Learning Management System (LMS), Receive-Only Terminals (ROT), and Satellite Interactive Terminals (SIT)** *at* **DECU–ISRO**, *Ahmedabad, Gujarat.*
- *Participated in a* **six-day technical training** *on* **EDUSAT Network** *Operations conducted by* **Bharat Electronics Ltd.** *at UTKARSH Society, Panchkula, Haryana.*
- *Completed a* **six-week project training on Network Technology & Devices** *at* **HCL** *CDC, Chandigarh.*

EDUCATION

- **Master of Business Administration (MBA) – HR & IT**
  SVSU, Meerut | 68.50% | First Division
- **Master of Computer Applications (MCA)**
  JVWU, Jaipur | 80.29% | First Division
- **Bachelor of Science – Information Technology (B.Sc. IT)**
  PTU, Jalandhar | 70.46% | First Division
- **Diploma in Computer Engineering (3-Year Polytechnic)**
  Govt Polytechnic Sirsa, Haryana | 63.37% | First Division
- **Matriculation (10th Standard)**
  Board of School Education Haryana | 65.00% | First Division

WORK EXPERIENCE ~ 11+ YEARS

Senior Project Assistant (Technical)

Directors Office, Indian Institute of Technology Delhi, New Delhi, India

April 2018 – Present

Total Experience: 7 plus Years

Key Responsibilities:

- Coordinated high-level institutional events and meetings, including Board, FC, Senate meetings, Convocations, and Faculty Selection Committees.
- Proficient in operating ERP systems (IRIS, e-Admin) for workflow approvals, scheduling, nominations, and institutional reporting.
- Provided end-to-end support for video conferencing involving the PMO, Ministries, PSA Office, and international partners using Zoom, WebEx and MS Teams.
- Developed and delivered interactive institutional presentations and reports using Office 365 to support executive decision-making.
- Created and maintained digital archives of presentations, event content, VC recordings, and official correspondence.
- Conducted A/V tool training sessions for concern staff.
- Liaised with vendors and PRO teams for AV setup, live broadcasting to official social media platforms.

S K I L L S

- **Power BI & Excel** *(Advanced)*
- **ERP IITD Operations**: *IRIS, e-Admin*
- **CeFMaTIS** *(Central File Movement & Tracking System)*
- **NIC e-Governance Tools:** *eForm, Web VPN, Bharat VC etc.*
- **e-Office Operations**: *PIMS, OU Creation, Role Assignment, File Migration, Transfer Execution, DSC Management & File Scanning (Formats, Setup, Installation and operations)*
- **Video Conferencing Tools:** *Bharat VC, Zoom, WebEx, Teams, Cisco, Google Meet etc.*
- **Audio-Visual Systems Expertise:** *PTZ cameras, PA systems, video walls, hybrid VC environments*
- **IT Infrastructure & Networking:** *LAN/WAN, VLAN, TCP/IP, routers, VSAT, E-Classroom setup.*
- **Cloud & Web Tools:** *Microsoft 365, Google Workspace, OneDrive, Dropbox, Canva (advanced), HTML (basic), Photoshop (basic), web content publishing.*
- **Strategic Admin Operations:** *Event Coordination, Executive Support Stakeholder engagement, inter-departmental reporting, high-level meeting support Staff Training & User Support, calendar management, inventory & logistics etc.*
- **Documentation & Publishing**: *SOPs, technical manuals, training guides, Report writing, academic publishing, presentation design etc.*

R E C O M E N D A T I O N S

Prof. V. Ramgopal Rao
Group VC, BITS Pilani & Former Director IIT Delhi

Prof. K.K. Pant
Director IIT Roorkee, Uttarakhand

Prof. A.K. Ganguli
Director IISER Berhampur, Odisha

Prof. Benjamin Lionel
Former Director of International Cooperation (DIC), DRDO HQ Delhi,
Former Director, IRDE Dehradun, and
Technical Advisor (Defence) at High Commission of India, London

W O R K   E X P E R I E N C E

Junior Engineer
> *UTKARSH Society – Haryana EDUSAT Project, Department of School Education, Panchkula, Haryana, India*
> **January 2011 – June 2015**
> **Total Experience:** 4 Years 5 Months plus

Key Responsibilities:
- Installation, configuration, and maintenance of **EDUSAT network** equipment in schools and educational Institutions.
- Provided operational support for file movement through **CeFMaTIS (Central File Movement & Tracking System)**, including: File marking, tracking, and Initial Diary entry, Inter-departmental file monitoring and CC documentation, Forced Pullback and Present Status reporting using **NIC tools**
- Coordinating with schools and technical teams for smooth broadcasting of educational content.
- Maintaining detailed logs and reports on system performance and maintenance activities on dashboard.
- Assisting in training sessions for school staff on the usage of EDUSAT systems and tools.

P U B L I C A T I O N S

1. **Research Paper (Article) Published: July-August – 2024**
   Title: "Performance and Accuracy Enhancement of Cloud Environment During Precision Agriculture."
   IJSRCSEIT, ISSN: 2456-3307
   *DOI: https://doi.org/10.32628/CSEIT24104101 Volume 10, Issue 4, Page Number 01-08, **Ram Lakhan**, Er. Krishan Kumar*
2. **Research Paper (Article) Published: March-April – 2023**
   Title: "Mastering the Art of Video Conferencing: Remote Learning and Virtual Conferences."
   IJSRCSEIT, ISSN: 2456-3307
   *DOI: https://doi.org/10.32628/CSEIT2390272 Volume 9, Issue 2, Page Number 562-569, **Ram Lakhan**, K S Verma*
3. **Book Published – 2023**
   Title: "Mastering the Art of Video Conferencing"
   (A Comprehensive Guide for Working Professionals and Learner's to Empowering Your Career and Education Success)
   *Book online Link: https://notionpress.com/read/mastering-the-art-of-video-conferencing, Author: **Ram Lakhan***

D E C E L A R A T I O N

I hereby declare that the information furnished above is true to the best of my knowledge and belief.
Place: IIT Delhi
Date: 26th May 2025

RAM LAKHAN