

RAM LAKHAN

Technical Operations & Management | Digital Systems | Institutional Coordination | Executive Support | AV & Video Conferencing | ERP | Power BI Data Analytics

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PROFESSIONAL SUMMARY

Accomplished technical-administrative professional with 12+ years of experience in technical operations, institutional coordination, AV/video conferencing systems, ERP/e-Governance platforms, digital documentation and technology-enabled administrative support. Possesses 8+ years of experience in the Director's Office, IIT Delhi, supporting senior leadership and high-level institutional activities, including Board, Finance Committee, Senate and Convocation. Skilled in Power BI reporting, Office 365, ERP/e-Office workflows, digital records management, stakeholder coordination and AI-assisted content development. Strong background in government and academic technology projects, including EDUSAT initiatives and exposure to ISRO/DECU training programs. Published Author, Government of India Copyright Holder and Microsoft Certified Power BI Data Analyst Associate, recognized for reliability, confidentiality, execution excellence and the ability to deliver high-priority assignments with accuracy, professionalism and minimal supervision.

CORE STRENGTHS

TRIPODES Framework

- **T** - Technical Operations (AV & Video Conferencing)
- **R** - Reporting & Data Analytics (Power BI & Dashboards)
- **I** - Institutional Coordination
- **P** - Project Coordination & Process Improvement
- **O** - Office Administration & Executive Support
- **D** - Digital Documentation & Records Management
- **E** - ERP & e-Governance
- **S** - Stakeholder Management

SELECTED PERFORMANCE HIGHLIGHTS

- Supported high-level governance and institutional activities at IIT Delhi, including Board, Finance Committee, Senate, Convocation and Faculty Selection Committee proceedings.
- Managed AV, hybrid meeting, live streaming and video conferencing operations for leadership engagements, PMO/Ministry interactions, PSA Office meetings and international collaborations.

- Developed institutional reports, presentations, digital archives and dashboard-driven insights using Power BI, Excel, Office 365 and digital documentation platforms.
- Administered ERP and e-Governance systems, including IRIS, e-Admin, e-Office, PIMS, CeFMaTIS and institutional workflow management processes.
- Published three research papers, authored a professional book and secured Government of India Copyright Registration.
- Supported senior leadership and executive office functions through coordination of meetings, records management, communication workflows and time-sensitive assignments.
- Contributed to digital transformation initiatives through reporting automation, structured documentation, ERP/e-Office workflow support and AI-assisted content development.
- Demonstrated expertise in technical operations, institutional coordination, governance support and cross-functional stakeholder engagement with a strong focus on accuracy, confidentiality and service excellence.

TECHNICAL & PROFESSIONAL SKILLS

- **Audio Visual, Collaboration & Video Conferencing Technologies:** Zoom, Webex, Microsoft Teams, Bharat VC, Google Meet, Cisco systems, hybrid meeting environments, PTZ cameras, PA systems, video walls, webinar management, live streaming and executive conferencing support.
- **IT Infrastructure, Networking & Communication Systems:** LAN/WAN, VLAN, TCP/IP, routers, switches, VSAT, EDUSAT, smart classroom technologies, communication systems and hardware/software troubleshooting.
- **ERP, e-Governance & Institutional Systems:** IRIS, e-Admin, e-Office, CeFMaTIS, Web VPN, eForms, digital workflow management, file migration, role assignment, DSC support and digital records administration.
- **Digital Productivity, Learning Technologies & Content Development:** Microsoft 365, Google Workspace, Learning Management Systems (LMS), Canva, basic Photoshop, basic HTML, AI-assisted content development, academic content preparation, digital publishing and knowledge management support.
- **Reporting, Analytics & Business Intelligence:** Power BI, Advanced Excel, dashboard development, data analysis, data cleansing, institutional reporting, visual analytics, management information systems (MIS) and decision-support presentations.
- **Administration, Governance & Institutional Coordination:** Executive office support, Board/Senate/Committee coordination, project coordination, process improvement, event management, calendar administration, vendor management, logistics coordination, stakeholder engagement, documentation, staff training and user support.
- **Project, Operations & Service Delivery Support:** Cross-functional coordination, workflow optimization, service delivery management, operational support, compliance-oriented documentation and institutional process execution.

PROFESSIONAL EXPERIENCE

➤ *Senior Project Assistant (Technical)*

Director's Office, IIT Delhi, New Delhi

April 2018 – March 2026

- Provided technical, administrative and digital operations support to the Director's Office through multiple institutional projects, including ETSC Swayam Prabha, Dean R&D, HuSS and ETSC LHC initiatives.
- Managed coordination and operational support for high-level institutional governance activities, including Board, Finance Committee, Senate, Convocation, Faculty Selection Committees, executive meetings and strategic leadership engagements.
- Administered ERP and e-Governance systems such as IRIS, e-Admin, PIMS and e-Office for approvals, scheduling, nominations, reporting and digital workflow management.
- Managed AV, hybrid meeting and video conferencing operations for PMO, Ministries, PSA Office, international collaborations and institutional stakeholders using Zoom, Webex, Microsoft Teams, Bharat VC and Cisco platforms.
- Developed executive presentations, institutional reports, dashboard-based insights and digital communication materials using Power BI, Excel, Office 365 and AI-assisted productivity tools.
- Maintained digital records, archives and institutional documentation, including presentations, VC recordings, official correspondence, reports and communication resources.
- Delivered AV/IT training, technical troubleshooting and operational support to faculty, staff, vendors and event stakeholders, ensuring seamless execution of institutional programmes.
- Supported confidential, time-sensitive and high-priority assignments requiring cross-functional coordination, professional discretion, accuracy and timely delivery.

➤ *Junior Engineer*

UTKARSH Society Haryana EDUSAT Project, Panchkula January 2011 - June 2015

- Supported the Haryana EDUSAT Project, a statewide satellite-based distance education initiative implemented in collaboration with ISRO/DECU through the INSAT-4 communication satellite network.
- Installed, configured, monitored and maintained EDUSAT communication systems, Satellite Interactive Terminals (SIT), Receive-Only Terminals (ROT), smart classroom technologies and audio-visual infrastructure across Government, Private and Govt-Aided educational institutions.
- Provided technical support for satellite-based educational broadcasting, virtual classrooms, digital learning environments and interactive educational sessions delivered through the EDUSAT network.
- Coordinated with schools, district education authorities, technical teams and service providers to ensure uninterrupted delivery of educational content and technology-enabled learning services.

- Supported e-Governance and digital workflow processes, including documentation, status monitoring, reporting, file movement tracking and inter-departmental coordination activities.
- Maintained system performance records, preventive maintenance schedules, issue-tracking logs and operational reports for effective network monitoring and service delivery.
- Conducted user orientation and training sessions for school staff on EDUSAT systems, AV technologies, network operations and digital education platforms.
- Assisted in troubleshooting satellite connectivity, network infrastructure, hardware and audio-visual systems, ensuring reliable operation of technology-enabled learning environments across educational institutions throughout Haryana.

ACADEMIC EDUCATION

- *M.Tech Computer Science & Engineering, GJU&ST, Hisar | Result Awaited*
- *AMIE, Computer Science & Engineering, Institution of Engineers (India), Kolkata | Result Awaited*
- **Master of Business Administration (MBA), HR & IT, SVSU, Meerut | 68.50% | First Division**
- **Master of Computer Applications (MCA) - Lateral Entry, JVSU, Jaipur | 80.29% | First Division**
- **Bachelor of Science (B.Sc.) - Information Technology, PTU Jalandhar | 70.46% | First Division**
- **Diploma in Computer Engg., Government Polytechnic Sirsa, Haryana | 63.37% | First Division.**

CERTIFICATIONS

- Microsoft Certified: Power BI Data Analyst Associate | May 2025
- Summer Training in Computer Science & Engineering (AMIE Project Work), JSS Academy of Technical Education, Noida | May 2025
- Network Technology & Devices | HCL Career Development Centre, Chandigarh
- Rajasthan State Certificate in Information Technology (RS-CIT) | VMOU Kota, Rajasthan

TRAINING & PROFESSIONAL DEVELOPMENT

- Administrative Training Programmes, IIT Delhi – Covered advanced MS Excel, Right to Information (RTI) Act, Pay Fixation, Reservation Roster Management and National Pension System (NPS).
- Specialized Training on Tele-Education Networks, Learning Management Systems (LMS), Receive-Only Terminals (ROT) and Satellite Interactive Terminals (SIT), Development and Educational Communication Unit (DECU), ISRO, Ahmedabad, Gujarat.
- Technical Training on EDUSAT Network Operations, Bharat Electronics Limited (BEL), conducted under Haryana EDUSAT Project, UTKARSH Society, Panchkula, Haryana.
- Six-Week Project Training in Network Technology & Devices, HCL Career Development Centre (CDC), Chandigarh.

PUBLICATIONS

Research Papers

1. *AquaSentials: A Smart IoT-AI Platform for Community Health Monitoring and Early Warning of Water-Borne Diseases in Rural Northeast India*, IJRASET, Vol. 14 Issue III, Mar 2026. DOI : [10.22214/ijraset.2026.79034](https://doi.org/10.22214/ijraset.2026.79034)
2. *Performance and Accuracy Enhancement of Cloud Environment During Precision Agriculture*," IJSRCSEIT, Vol. 10, Issue 4, July-August 2024. DOI: [10.32628/CSEIT24104101](https://doi.org/10.32628/CSEIT24104101)
3. *Mastering the Art of Video Conferencing: Remote Learning and Virtual Conferences*," IJSRCSEIT, Vol. 9, Issue 2, March-April 2023. DOI: [10.32628/CSEIT2390272](https://doi.org/10.32628/CSEIT2390272)

BOOKS & INTELLECTUAL PROPERTY

BOOK:

Mastering the Art of Video Conferencing - Achieving Your Goals: A Comprehensive Guide for working professionals and learner's to empowering your career and Education Success.

International Standard Book Number (ISBN): 000-000046015-7

Year: 2023, **Publication:** Notion Press

Book Link: [Click Here](#)

INTELLECTUAL PROPERTY:

Copyright Registration Book Title: Mastering the Art of Video Conferencing

Registered at: Copyright Office, New Delhi, Government of India

Registration No.: LD-20250169973, Year: 2025

REFERENCES / RECOMMENDATIONS

- Prof. V. Ramgopal Rao - <https://www.bits-pilani.ac.in/rrao/>
- Prof. K.K. Pant - <https://web.iitd.ac.in/~kkpant/biosketch.html>
- Prof. A.K. Ganguli - <https://web.iitd.ac.in/~ashok/>
- Prof. S.K. Saha - <https://mech.iitd.ac.in/faculty-profile/152>
- Prof. Pritha Chandra - <https://hss.iitd.ac.in/faculty/pritha-chandra>
- Prof. Benjamin Lionel - <https://uk.linkedin.com/in/benjamin-lionel-2a6592129>
- Prof. Jay Dhariwal - <https://web.iitd.ac.in/~jay/>