



# Om Prakash Chaudhary

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## SUMMARY

To be a part of a reputed organization for my continuous learning. To slog, in the initial phase of my career; utilizing my "knowledge and skill" and deliver my part for organizational growth. Eventually, to work my way up towards the top slot to realize my dreams and pay back the debts of organization through superior result.

## SKILLS

## CERTIFICATIONS

Computer Course, Edu comp Solutions, New Delhi

## ROLES AND RESPONSIBILITIES

- Handling calls through Smart desk and providing solutions to user within the SLA time. Understanding of different level of severities and acting on them with priority. Coordinating with other support groups to resolve the issue if it is not under Desktop and CCTV support scope.
- Project and commissioning of Fire and security systems involving: Closed Circuit Television surveillance systems (Cctv). Electronic security Management Systems, Analogue addressable fire alarm systems. Access Control Systems, Glass Break detector systems. Burglar alarm systems.
- Ensure that the company knows as

## EXPERIENCE

08/2023 - Current

**Project Engineer**

**QIS Innovation Pvt Ltd.** | New Delhi, India

- Provided technical support to engineers and customers.
- Coordinated project plans to execute major upgrades, successfully guiding technical teams in achieving project goals.
- Contributed to procurement requirements, tender assessments and evaluation to support management and administration of contract.
- Undertook engineering system quality assessments to confirm specifications to best practice requirements.
- Developed and managed databases and reporting systems to make information on completed work readily available to all stakeholders.
- Secured contractually required warranties from subcontractors and vendors to protect from supplier non-performance.
- Produced deliverables on time to customer specifications, clarifying requirements and finding solutions.
- Archived all project documentation in adherence to document storage procedures.
- Collaborated with project manager and superintendent to identify critical long-lead items and develop project procurement schedules.
- Obtained permits to avoid disruption in project schedule.
- Prepared project estimates, budget and schedules to assist in project evaluation.
- Worked with project manager to create clear and concise RFIs.
- Helped manage suppliers to facilitate prompt delivery of parts to required quality standards.
- Completed design reviews to identify design gaps and deviations or contradictions in specifications.
- Supported in anticipating any potential project risks, identifying and establishing corrective actions.

10/2021 - 02/2023

**Ass. Project Engineer**

**Gromax Technologies Pvt Ltd.** | Lucknow, India

- Worked as a Ass. Project Engineer of U.P. Secretariat Vidhan Sabha Lucknow .
- My work was to take care of normal functioning of Security equipment at Secretariat Vidhan Sabha such as CCTV , ANPR Cameras, PTZ Cameras VMS Milestone Server, Video wall, etc.
- Working as a Ass. Project Engineer of Sub vendor to execute integrated Security System Project with Client Secretariat officers .
- Configure and troubleshoot security infrastructure devices.
- Dress and route cable into closets and control rooms.
- Fiber Connectivity Commissioning for Local Network Configuration.
- Ensure that the company knows as much as possible, as quickly as possible about security incidents. Held weekly team meetings and involved staff in planning and decision making.

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- Reported progress goals suggestions and all issues to management.
- Monitored technical team calls to ensure maintenance of technical skills and good customer service.
- Led team providing telephone and online support to customers experiencing technical issues.
- Commissioning of CCTV cameras IP and Analog (Box, Dome, Bullet PTZ etc).
- Trained the staff who are assigned to operate the CCTV machines.
- Assured that all parts required are available at all times.
- Maintaining a healthy customer relationship at all times, with customer service key at every level.
- Maintaining all paperwork and documentation up-to-date and communicating appropriately with the Customer Service Administration Office.
- Coordinated with clients and attended meetings to understand client needs as well suggested on effective management of the site security
- Received complaints of equipment failure and undertook installation and repairs activities
- Organized the network with the help of different types of cameras and then connecting it to the main system.

- Trained customer in use of systems.

## PERSONAL INFORMATION

- Total Experience: 7 Years
- Father's Name: Raja Ram Chaudhary
- Date of birth: 05/07/96
- Nationality: Indian
- Marital status: Single

## CUSTOM SECTION

Hindi & English

## DISCLAIMER

I hereby declare that above statements given by me are correct and thoughtful to the best of my knowledge. Anything found incorrect will be a decision at your description.

- Monitored stock levels of parts and materials, ordering new stock when needed in order to complete any repair at any time.

05/2019 - 08/2021

### Customer Support Engineer Thakral Service India Ltd.

- Handling calls through Smart desk and providing solutions to user within the SLA time. Understanding of different level of severities and acting on them with priority. Coordinating with other support groups to resolve the issue if it is not under Desktop and CCTV support scope.
- Monitored technical team calls to ensure maintenance of technical skills and good customer service.
- Trained the staff who are assigned to operate the CCTV machines.
- Assured that all parts required are available at all times.
- Maintaining a healthy customer relationship at all times, with customer service key at every level.

12/2015 - 03/2019

### Service Engineer Ang India Ltd.

- Assembling of NVRs & installation of OS in NVRs.
- Installation and commissioning Analog fiber media converter.
- Installation of media converters from Fiber to LAN and Doing clamping of RJ 45, BNC etc,
- Making of patch cords for LAN e.g., straight cables & cross cables.
- Making Service report after resolved issues at customer end.
- Closed Circuit Television surveillance systems (Cctv). Electronic security Management Systems, VMS Software , Analogue addressable fire alarm systems. Access Control Systems, Glass Break detector systems. Burglar alarm systems etc.
- Demonstrated excellent time management skills, taking own initiative to prioritise tasks and meet deadlines.
- Tested and diagnosed problems in range of electrical equipment, uncovering and resolving equipment faults and failures.
- Installed both hard-wired and network-based CCTV systems to high standard.

## EDUCATION

01/2023

### Siddharth University

B.Com: Accounting of business.

01/2023

### Siddharth University | Kapilvastu, Siddharth Nagar B.Com

01/2013

### Ganna Vikas Inter Collage | Munderwa Basti, U.P. Intermediate Examination

01/2011

### Ganna Vikas Inter Collage | Munderwa Basti, U.P. High School Examination

Vocational Skill Building Program

## LANGUAGES

English, Hindi: First Language

## PROJECTS

- U.P. Vidhan Sabha secretariat Lucknow Projects.
- Flipkart Warehouse Binola Gurgaon.
- Myntra Warehouse Bilaspur Gurgaon.
- IDBI Bank Currency Chest branch Tiruchirappalli Tamilnadu.
- Axis Bank Currency Check Branch Chennai.