

HIMANSHU THAPLIYAL

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Seeking Senior Level Managerial assignments in

OPERATIONS / ADMINISTRATION / EXAMINATION & FACILITY MANAGEMENT

with a reputed organization

Snapshot

- An Enthusiastic Professional offering 14 years of rich and extensive experience in Facilities and Administration, specialised in Operations and Examinations division for the International Examinations
- Proficiency in managing general administration functions, facility management, transport management, contract management, vendor development and management of crisis.
- Adept in budgeting & planning the funds for procurement & sourcing of equipment / materials, contracts, ensuring ready availability of materials for processing.
- Proactive excellence in shaping start-up operations, managing growth and implementation of standards, best practices, processes and procedures.
- Acted as a key member of the company for Planet EDU- Gurgaon, played important role in managing exams operations, staff recruitment and training, back office work and established new offices in various cities.
- Have supervised the operations of the company for conducting IELTS test for IDP IELTS Australia and other International and Cambridge Exams for more than 40 locations in India, Nepal and Bangladesh.
- Frequent travelled to different examination venues across India and Bhutan for audit purposes of IELTS test
- Supported in QA services including imposter detection of secure International test administration.

After working in Planet EDU for 14 years, I decided to explore new areas and tried to initiate my own business which couldn't workout due to unavoidable situation. Simultaneously was also engaged as a Freelancer during this period.

Now I feel more than ready to jump back into my career and look forward to using my skills with renewed energy and focus and I feel this role is the ideal way to do that.

Employment Narrative - Growth Path

Planet Edu Pvt. Ltd., Gurgaon (INDIA)

Apr 2003 - Mar 2017



Nov 2011 - Mar 2017 **Manager-Localisation Project**

(Heading Secure Examination Management Network and Cambridge English Exams division)

Apr 2010 - Nov 2011 **Assistant Manager-Operations Support**

(Handling Knowledge & Support Services)

Apr 2003 - Mar 2010 **Assistant Manager-Operations Examination**

(Handling Office Administration, Transport Management, Examination Services)

Key Deliverables

Manager-Localisation Project

- Spearheading the entire spectrum of Operations, Administration and Facility management activities with a team of about 100 people
- Instrumental in heading and administering range of Cambridge English Exams and CELTA under Centre IN145
- Managed and developed operating frameworks for localisation activities of Cambridge English Exams for India, Sri Lanka and other South-Asian countries. Involved following duties and responsibilities:
 - a) Recruit examiners, markers and invigilators and trained them as per Cambridge norms
 - b) Secure printing of exam material (question papers/keys) their dispatch and secure custody
 - c) Arrange to evaluate the post exam papers and upload the marks for results processing
 - d) Maintained the deadlines of secure printing, dispatch, evaluation and results

- Essayed a stellar role in Central Examination, Knowledge support services, Office Administration, Vendor management, Rate negotiation, Transport management, Examination services and Management
- Focusing in Budgeting for Infra projects in line with manpower projections, Capital & Revenue Expenses for Corporate Office & others branches under the division
- Entrusted with the responsibility by Identifying, short listing, finalization of premises in line with the requirement of the organization and overseeing the facilities management of branches.

Assistant Manager - Support

- Approved Design, Branding and use of logos for brochures/ flyers, template, sign board and banner.
- Managed and approved promotional advertisement for International higher qualification exam on FM radio.
- Managed Client database and provide comprehensive support to ensure customer satisfaction and retention.
- Liaised with training institutions, immigration and educational consultants to improve the market share.
- Managed KPO (a service provider for inbound international calls, specific to Cambridge exam centres)
- Supervised a team of 15 members for KPO, supported HR and managed staff's duty rosters and transport.

Assistant Manager Operations

- Established entire office set-up and trained staff at Ahmedabad, Kochi, Kolkata, Dhaka and Kathmandu.
- Feedback shared with management on staff performance for yearly Evaluations and Appraisals.
- Involved in Preparation of MIS reports, budgeting and accounting pertaining to the branch office.
- Managed and scheduled movement of 400+ (Examiners & staff) against monthly travel by Air/train, their pick up & drop along with accommodation.
- Signed corporate contract with major airlines like Jet Airways, Indigo, ++.
- Tied up with guest houses and premium hotel groups like, TAJ, ITC, Carlson, etc. regarding the rates and arrangements of accommodations and conduction of examinations.

Examination Services - Operations

- Administered and Managed underneath International Examinations in India, Nepal and Bangladesh.
 - ✓ IELTS (International English Language Testing System) - IDP IELTS Australia @ service provider Planet EDU
 - ✓ Occupational English Test (OET)
 - ✓ Law School Admissions Test (LSAC)
 - ✓ Australian Pharmacy (APEC)
 - ✓ Edexcel Examinations ('A' Level, IGCE)
 - ✓ Cambridge English Exams (YLE, KET, PET, FCE, CAE, CPE and TKT)
- Coordinated with Hotels and vendors for the arrangement of test venues and exams set-up.
- Managed Exam day Registration process.
- Arrangement of invigilators and examiners; their test schedule, accommodations, travel and movement plan.
- Budget accounting for pre and post test expenses.

Noteworthy Milestones

- ✓ Been Former Authorised Signatory of IELTS TRF (Test Report Form)
- ✓ Accredited with the Award as an Outstanding Performer for the year 2015

Academic Credentials

- 1997 Bachelors of Commerce - 1st Div.**
Rani Durgavati University, Jabalpur (M.P.)
- 1998 Post Graduate Diploma in Marketing Management - 1st Div.**
Rani Durgavati University Jabalpur (M.P.)
- 1999 Master of Commerce - 1st Div.**
Rani Durgavati University, Jabalpur (M.P.)

Personal Dossier

Date of Birth	6 th Sept 1976
Linguistic Abilities	English, Hindi
Marital Status	Married