

**Manorama S.Bisht**  
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#### Objective:

To work in a healthy, innovative and challenging environment extracting the best out of me, which is conducive to learn and grow at professional as well as personal level thereby directing my future endeavors as an asset to the organization.

#### Academic Qualification:

Academic Qualification	Institute/ University	Year of Passing	Division
DAFA(Diploma In AIDS and family Education)	IGNOU	2011	First ( 65% )
Post graduation: MA,Sociology and YOGA	MJP Rohilkhand University, Bareilly	2010	Second ( 55%/75%)
MBA	PTU	2007	First ( 67% )
Graduation: BA	CCS University, Meerut	2005	Second ( 56% )
12th from Arts	G D Inter College, Kannauj	2002	Second (57%)
10th	J P College, Kannauj	2000	First ( 60% )

#### Skills

- 17 years experience in Education,Telecom,Health,Housing,Rural-Urban Development,Poverty Reduction and Covid 19 Sector.
- Strong background and work experience in Administration, Training, Marketing and Social Development.
- Excellent computer skills and proficient in excel, word and other functions.
- Good communication skills both verbal and written.

#### Professional Experience - 1

- Organization : **RBMI-A Group of Institutions & D.R.Hospital,Bareilly**
- Designation : **Director-Operations & COO**
- Duration : March 22 – Present
- Responsibility : Responsible for overall Management of Institutes and hospital to make decisions for operational activities and set strategic goals,Planning and monitoring the day-to-day running of business to ensure smooth progress Supervising staff from different departments and provide constructive feedback.

#### Area of Work:

- ☑ Liaise with superior to make decisions for operational activities and set strategic goals.
- ☑ Plan and monitor the day-to-day running of business to ensure smooth progress.
- ☑ Supervise staff from different departments and provide constructive feedback.
- ☑ Evaluate regularly the efficiency of business procedures according to organizational objectives and apply improvements.
- ☑ Manage procurement processes and coordinate material and resources allocation.
- ☑ Oversee customer support processes and organize them to enhance customer satisfaction.
- ☑ Review financial information and adjust operational budgets to promote profitability.
- ☑ Revise and/or formulate policies and promote their implementation.
- ☑ Manage relationships/agreements with external partners/vendors.
- ☑ Evaluate overall performance by gathering, analyzing and interpreting data and metrics.
- ☑ Ensure that the company runs with legality and conformity to established regulations.

### Professional Experience - 2

- Organization : **WVI(World Vision India),Bareilly**
- Designation : **Regional Coordinator (Covid 19 Vaccination Project)**
- Duration : Nov 21 – Present
- Responsibility : Responsible for ensuring (10000/ADP location) covid vaccination registration in COWIN and getting them vaccinated by the end of the project and for building the capacity of team directly and coordinate with key stakeholders to facilitate training.

#### Area of Work:

- Coordinate and liaise with govt authorities, nodal officers, UNICEF counterparts, local NGOs, CBOs, PRI and faith leaders.
- Accountable for overall coordination with govt health care workers locally in arranging vaccination camps and mobilizing people for vaccination and ensure completion of vaccination.
- Develop strategy to engage local community leaders and be able to mobilize vulnerable people for vaccination
- Technically responsible to understand and devise strategies to convince the people for vaccination. Familiar with local prevalent myths and misconceptions and should have negotiation and convincing skills to resolve them.
- Responsible even after post vaccination if any AEFI results should be able to link with local hospitals and followup till resolved.
- Submit all documents as expected and should participate in local monthly programmatic review with accountable key stakeholders.
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### Professional Experience - 3

- Organization : **NULM(National Urban Livelihood Mission A Central Gov.Project),Bareilly**
- Designation : **City Mission Manager(Social Development & Infrastructure)**
- Duration : Oct 15 – Sep 21.
- Responsibility : All plans under NULM and Pradhanmantri Awas Yojna

#### Area of Work:

- **Mission**-To reduce poverty and vulnerability of the urban poor households by enabling them to access gainful self employment and skilled wage employment opportunities,resulting in an appreciable Development and Infrastructure improvement in their livelihoods on a sustainable basis,through building strong grassroots level institutions of the poor.The mission would aim at providing shelters equipped with essential services to the urban homeless in a phased manner.In addition,the mission would also address livelihood concerns of the urban street vendors by facilitating access to suitable spaces,institutional credit,social security and skills to the urban street vendors for accessing emerging market opportunities.
  - Under COVID -19,Here I am responsible for vaccination of all street vendors, member of self help groups, Members of Training programme,urban homeless peoples and our loan applicants.
  - **Work under six component of NULM and PMAY:-**
  - **ESTP**-Responsible for creating training centers, Verify Resource organization.
  - **SEP**-Individual and Group Enterprises to be promoted and linked with banks for financial support (Responsible for micro Loan and bank Related issue.)
  - **SMID**-(Social Mobilization & Institution Development)-Implementation and management of the Women SHG, Three tier structure (SHG-ALF-CLF) would be developed, Training & other Capacity Building Support for SHGs and their Federations, City Livelihoods Centres to be established.
  - **SUH**-Scheme of Shelters for Urban Homeless support to development for homeless peoples.Night Mobilisation for homeless people to reach Rain Basera.
  - **SUSV**--(Support to Urban Street Vendors) A city wide street vendor survey with a view to identify vendors, vendor zones and existing practices, Vendor Market Development. Micro credit support from PMsvanidhi scheme.
  - **CBT**-(Capacity Building & Training)- Setting up implementation structures at State and City level (SMMU at State level, and CMMU at City/DHQ level)Management of **NULM** Staff and process.
- PMAY(Pradhanmantri Awas Yojna Urban)-**  
The Mission will be implemented during 2015-2022 and will provide central assistance to Urban Local Bodies (ULBs) and other implementing agencies through States/UTs

#### Professional Experience - 4

- Organization : **Urban Health Initiative (Parivar Seva Sanstha,NGO),Bareilly**
- Designation : Senior Executive
- Duration : Sep 11 – Oct-15
- Responsibility : **Branch Head**

#### Area of Work:

- Responsible for Management of **UHI** (Urban Health Initiative) Staff and process.
- Work under all Family Planning Method.(27 on roll employee working under my Supervision).
- Responsible for achievement of Targets (for both Caseload and Income ) as per predetermined budgets, internal objectives and goals through optimum use of resources.
- Responsible for the timely implementation of the activities planned for achievement of expected performance.
- Responsible for implementation/compliance of all rules & regulations, policies & procedures, protocols, standing order of PSS applicable to all employees and consultants and report any violation & deviation to Divisional Head in writing on monthly basis.
- Responsible for liaison with local authorities, NGO's, District Admn at the city.

#### Professional Experience - 5

- Organization : **RELIANCE COMMUNICATIONS LTD, Bareilly**
- Designation : Marketing Executive – Customer Care and Sales
- Duration : Feb 06 - Aug 11
- Responsibility : Sales by Channel & Distributer/Customer Service/Collection/Administration

#### Area of Work:

- Basic training to new FSD about soft skills, complaint handling, customer service and our product management.
- Liaison with the Channel Partners for Sale & resolution of all impediments to achieve operational excellence & customer satisfaction.
- Developed & implemented Training Programme. Cross-functional meetings to reduce customer complaints.
- Complaint management - Escalation and closure of complaints within the stipulated time period.
- Updating FAQs & ensuring proper information flow between different locations.
- Audit on S.R creation Data on daily bases and calling to customer regarding S.R Closer behalf on S.R. audit data provide by DAKCService Restoration Related issues, Waiver and adjustment related issues, CDR related issues through circle office, Change in MDN and SDCA, Create New CUG,Activation & Deactivation of CUG, Solve the Billing Related Queries on calls from Channels, Provide system support to all channels like CLARIFY,ICCM etc..

#### Extra Curricular Activities and Achievements

- Won first prize in Zonal level debit Competition.
- Cleared NCC Certification from Kannauj.
- Got Silver medal with Saraswati Samman in Gaytri Privar.
- Won first prize in inter University Quiz competition.
- Won first prize in NCC for best Cadet of the years.2002.
- Won 5 times first prize in Sanskrit Gyan Priksha in Dist level.
- Won prize to Best student of the year in 2000.

#### Computer Qualification

- 1 Year Diploma, Computer Applications, NREC
- 6 Months Course, Tally, NREC

#### Personal Details

Husband Name	Mr. Sameer Bisht
Date of Birth	06.03.1985
Address	H. No. 805/D Sadar Bazar Cantt, Bareilly 243001,U.P.
Marital Status	Married
Languages Known	Hindi & English

Date :

Place :

( Manorama S Bisht )