

# Surbhi Kansal

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## SUMMARY

Project Manager with over 4 years of experience in strategic planning and execution roles. Previously served as Assistant Manager at CEAMA, leading E-Waste Awareness Program for the Ministry of Electronics and Information Technology. Currently working at the Department of Information Technology, Bihar, driving the successful planning and execution of the E-Office Project across various government departments. Notable achievements include developing a comprehensive action plan for the digitization of the Chief Secretary's office and training over 500 employees. Proven expertise in full-scale e-office system implementation, infrastructure gap analysis, and backend data management.

## EXPERIENCE

### Dept. of Information Technology, Govt. of Bihar - Project Manager

Patna

05/2023 - Current

Leading the e-Office Project, overseeing its planning, execution, and implementation across multiple state government departments.

#### Training and Development (ongoing initiatives):

- Trained over 500 employees from different departments including Prison, Finance, BIPAD, DM Office (Saran), and Minority Affairs
- Conducting & providing consulting for comprehensive training sessions for Officers, Section Officers, Assistants, and Data Entry Operators, ensuring a smooth transition to the e-office system
- Developed and delivered a comprehensive action plan for the digitization of the Chief Secretary's office within the Government of Bihar, outlining key strategies for the successful implementation of the e-Office system

#### Departmental Implementation:

- Working for full-scale implementation of the e-office system in the Prison Department and directly reporting to IG Prison, Bihar providing information on different stage of implementation
- Providing daily status report to Principal Secretary of Minority Department
- Successfully completed implementation of e-office at DM office (Saran, Bihar).
- Conducting critical infra gap analysis, identifying and providing key insights to the respective departments for enhanced efficiency.

## SKILLS

- Strong research and analytical skills
- Stakeholder management and internal & external communication
- Ability to work as an individual contributor as well as the team leader
- Proficiency in Microsoft Office and SPSS (User level)

## EDUCATION

### Master of Business Administration: Marketing & Operations- Pursuing

Bharati Vidyapeeth University, Pune  
(2023)

### Master's in Economics

Banasthali University, Rajasthan  
(2016)

Achievement Academic Award:

Presented Paper on “**Make in India: A Case Study of MSMEs in India**” during the International Conference on Make in India organized by the Department of Commerce - Aligarh Muslim University and Indian Council of Social Science Research, New Delhi

### Bachelor of Commerce

Delhi School of Open Learning, Delhi  
University, New Delhi (2013)

### 12th

Kendriya Vidyalaya, New Delhi (2009)

### 10th

Kendriya Vidyalaya, New Delhi (2007)

**Database Management:**

Created and maintained backend database (MIS report) for employees involved in the e-office project from various departments, ensuring accurate and up-to-date records.

**Problem Resolution:**

Proactively addressing and resolving user issues related to the e-office software, fostering a collaborative and user-friendly environment.

**Global Vyapar - Research Intern**

New Delhi

12/2022 - 03/2023

- Conducted research on various topics related to export-import, including market analysis, trade agreements, and import-export regulations
- Gathered data on export-import products from various websites and created reports on the findings
- Maintained records and databases related to export-import transactions
- Contributed to the growth and success of the organization by providing valuable insights and recommendations based on research and analysis

**Consumer Electronics & Appliances Manufacturers Association (CEAMA) - Assistant Manager**

Noida

10/2016 - 03/2020

- Coordinated, executed, and reported on the E-Waste Awareness Program for the Ministry of Electronic and Information Technology (MeitY)
- Developed comprehensive documents including Detailed Project Reports (DPR), Request for Proposals (RFP), and action plans for effective project implementation, showcasing strategic planning and execution capabilities.
- Demonstrated strong leadership skills and collaborated effectively with cross-functional teams to achieve project goals
- Conducted awareness workshops and seminars for stakeholders in 30 cities, reaching out to more than 1 lac people
- Coordinated with internal (Ministries, State Dept.) & external (Schools, Collages, RWA's & Dealers) stakeholders and e-waste management companies for e-waste collection
- Compiled and prepared e-waste collection data and reports for MeitY
- Managed ACE Dialogues (Monthly Magazine), including content review, selection, and finalization, subscription database creation, and company advertisement and subscription follow-up
- Executed the Annual Function of the organization, including PR activities, media coordination, and press releases
- Conducted research on Consumer Electronics industry data

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**CERTIFICATIONS**

- Certificate course in Statistical Techniques and Its Applications from Banasthali University, Rajasthan in 2015
- Certificate course in Business Organization Administration from BTC, Pusa, Delhi in 2012
- Certificate course in MS Office package from i-learn Institute (issued by Asian Pacific Learning Ltd.) in 2011

### **Indian Institute of Corporate Affairs - Research Intern**

Manesar, Gurgaon

05/2015 - 06/2015

Worked as a research intern on the **One Person Company Act** of India which came into effect in 2016. Conducted a comparison of the act with similar laws in different countries and analyzed the advantages and disadvantages of the act in terms of the Indian business environment.

### **PHD Chamber of Commerce - Intern**

New Delhi

05/2012 - 07/2012

- Worked in the accounts department and assisted the management in filing documents and maintaining accounts, including depreciation accounts and ledger accounts
- Assisted in making vouchers for daily expenses and preparing financial reports and provided regular support for the yearly audit of the accounts

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## **ACCOMPLISHMENTS**

- Qualified **U.P. Pre-State competition in 10m Air Pistol** in 2021
- Participated in **Pre-Republic Day Parade** from the Ministry of Youth Affairs & Sport, New Delhi in 2009
- Active Volunteer of **NSS**, Delhi University in 2009
- Participated in "**Yuva Yatra**" organized by Nehru Memorial Museum and Library, New Delhi in 2009
- Won Regional Level Prizes in **Judo** (Inter School), Delhi in 2007
- Won **Rajya Puraskar Award** from The Bharat Scouts and Guides, Kolkata in 2005