**Ashwani Kumar Tiwari**

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T-592, Prem Nagar Road, West Patel Nagar. New Delhi -110008

**Personal Summary**

A creative and organized individual with management and planning abilities. Possesses productive writing and communication skills that allow the individual to streamline processes he is involved with. Can observe and learn to upgrade his current set of skills but most importantly, he is a devoted and honest resource who never lets personal dissatisfaction and dilemmas come in the way of work.

Currently employed as a Team Lead in NCR Eduservices Pvt. Ltd., a knowledge process outsourcing company, and therefore, is ambitious of a forward progression in career in the academic and financial fronts.

**Key Skills & Competence**

* Team management, motivating the team to work upon client expectations while also mitigating attrition by taking care of employee satisfaction at the grassroot level.
* Conflict management
* Innovation of methods for productivity and quality enhancement
* Behavioral Management
* Ability to secure a comfortable bond with the team resources on a personal level such that communication gaps are eliminated
* Ability to drive team members in favor of the organization’s health

**Experience**

**Team Leader – Operations**

**NCR Eduservices Pvt. Ltd.**

(November, 2020 – Now)

* Managing a team of 90+ Resources across flexible shifts in terms of schedule adherence and operational support
* Driving KPIs as per client requirements
* Reviewing the quality of delivery as well as the production of all assets combined
* Identifying outliers and supporting them through performance enhancement

**Subject Matter Expert (Content Developer in Economics)**

**NCR Eduservices Pvt. Ltd.**

(May, 2018 – November, 2020)

**Project Manager (Knowledge for All)**

**Umeed NGO – A non-profit Student Organization**

(April, 2016 – May, 2018)

**Business Development Executive (Telecommunication Sales, B2B)**

**Hero BPO**

(November, 2014 – June, 2015)

**Professional Achievements**

* Secured internal promotion to manage a new project from Barnes and Nobles Education
* Got published as a playwright by Sanhita Manch, 2018, as a part of their Annual Playwriting Competition. The originally authored play, Nirala, was subsequently produced by Dastak, Amritsar.  
  [Being Association - A Mumbai Based Theater](https://beingassociation.com/home/sanhitamanchCommon?sid=7)
* Best Manager Award – 2017, Umeed NGO

**Personal Achievements**

* Winner of Youth Icon's Award by Asmita Theatre Group as a part of their initiative "Theatre for Change, Theatre for Society"
* Winner of Second Best Director Certificate for Annual Street Play Production of 2017-18 "Mansickta".
* Winner of Lakshmi Sheshadri Scholarship for excellence in the English Language for 2 consecutive years, 2012-13, 2013-14.

**Educational Qualification**

* 10th (Springdales School Pusa Road, CBSE Board, 2012)
* 12th PCM + Economics (Springdales School Pusa Road, CBSE Board, 2014)
* B.A. (H) Business Economics (Aryabhatta College, Delhi University 2015-2018)

**Personal Details**

* Date of Birth: 11th October’1996
* Father Name: Mr. Brijkishore Tiwari
* Languages Known: English and Hindi
* Marital Status: Unmarried
* Current Location: New Delhi