Avinash kumar
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Total years of experience – 10 Yrs.

Career Objective: To be associated with progressive organization, that gives me challenging roles to apply my knowledge, skills and potential towards growth of organization.

Summary: Experienced IT Manager with a demonstrated history of working in the information technology and services industry. Skilled in Root Cause Analysis, Management, IT operations, Client management, Vendor Management, Windows Servers, Active Directory, Virtualization, Project Management, End-user support, Cloud, Remote support, Desktop operating systems, Video Conferencing, P ABX, & networking. Strong professional with certifications like MC ITP, CCNA.

PROFESSIONAL EXPERIENCE

➢ **Assist IT Manager, Vamani Overseas. -Faridabad**
  (7ᵗʰ May 2018- till date)

  Responsibilities:

- Manage & lead a team of engineers in India & Australia region. Handling projects in Australia region which includes setup of new office infrastructure, office relocation, virtualizations, migrations, upgrading, Retail Store Setups, etc. Give recommendations/solution/direction for those clients who have an in-house IT. Handle budgeting, IT Purchases & Asset Management for both in-house & clients. End user support for Executive level resources. (Video Conference, iPhone, iPad, Blackberry, Android Devices, MS Office, Printers, Desk Phone, Laptop Refresh & other day to day IT issues). Onsite, remote, phone & email support. Conduct periodic Disaster Recovery exercise. Conduct training workshops to engineers & users to minimize frequent issues. Management & maintenance of Infrastructure which includes VM ware, Hyper-V, Windows Active Directory, Exchange Servers, DNS Server, DHCP Servers, File Servers, Web Servers, FTP Servers, Application Servers, Database Servers, Software Deployment Servers, Backup Solutions, SAN Solutions, Routers, Firewalls, Managed switches, Unmanaged switches, Video Conference devices, Crestron, PABX Systems, wireless controllers, Wi-Fi Access Points, Door Access System, CCTV, Point of sale systems, traffic counting system, etc.

➢ **Team Leader ISD System Support -Bangalore**
  (Dec 2014- May 2019)
Client 1 #. Steelcase Asia Pacific Holding Pvt.Ltd Gurgaon.

  Responsibilities:

- Attending calls from Steelcase employees for IT issues across PAN India location.
- Using Service Now tool to log, track and manage Incidents and Service Requests.

- Providing technical support for Steelcase employees to include setting up computers, passwords, rights and responsibilities using Active Directory (Computers and Users).
- Troubleshoot software issues reported via email, telephone and web portal by utilizing remote support tool.
- Provided inter-departmental collaboration by escalating unresolved issues to appropriate support functions.
- Notify customer of issue status and follows-up with customers to ensure problems have been resolved satisfactorily.

➢ **IT Executive, ISD System Support -Bangalore**
  (Nov 2012- Nov 2014)
  Client 2 #. Millennium Management LLC.

Responsibilities:

- Monitoring tickets raised by users on Service Now tool and assigning the tickets to team.
- Attending tickets raised by users for any IT related issue ASAP.
- Working on Active Directory to reset password for users.
- Identifying and escalating hardware related issue to the service provider.
- Preparing Monthly IT dashboard.
- Coordinating with HR for New hire provisioning details.
- Ensuring IT setup is complete for new hires on time.
- Co-coordinating for VC (video conferencing) call setup.
- Conducting New-hire IT induction session.
- Configuring & troubleshooting laptops/desktops and application software's.
- Coordinating with global teams for applications issues
- Technical Analysts working on VM ware client systems, Roaming profiles, MS Office suite,
- Office 365, Skype for Business.
- WYSE/ Thin Client configuration.
- VOIP Maintenance and configuration.
- Polycom /Cisco Touch 10 Video Conferencing Maintenance.
- Door Access/Bio Matrix software & Hardware maintenance installation and configuration.
- Troubleshoot Network HP Printer and configuration.

➢ **Project Coordinator, ISD System Support -Bangalore**
  Client 3 #. On call support/Project Fossil Group across INDIA

  Responsibilities:
  - Analysis & Tracking of the project urgencies, deliverables and timelines.
  - Liaising and follow-ups with customer on issues, CRs, prerequisites, dependencies etc.
  - Planning and Coordination with internal departments like support, QA and Development.
  - Planning and Coordination with business partner and their Project Manager(s).
  - Coordination with on-site support resources in case of urgencies.
  - Coordination with the customer to ensure best support on the activities such as Drill, migration, maintenance, patch deployment, releases etc.

- Standardize documents sent to the customer and customers/partners processes are followed.
- Consolidation of issues at regular intervals followed by internal discussions and freezing action plan.
- Setup of POS Machine.
- Configure of Count wise device.
- Configure Networks of Fossil Stores.
- Gathering overall feedback from customer.

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➤ **IT Engineer, Adsert Web Solution Pvt.Ltd, New Delhi (Oct 2010- Sept 2012)**

Responsibilities:

- Configuring & troubleshooting laptops/desktops and application software.
- Attending tickets raised by users for any IT related issue ASAP.
- Working on Active Directory to reset password for users.
- Identifying and escalating hardware related issue to the service provider.
- Reinstalling Operating System by pushing Altiris Images and providing user data Backup.
- Configuring and managing RSA Secure ID server for assigning and troubleshooting connectivity issue related to RSA token.
- **C**onfiguration and troubleshooting of email clients and Internet related problems.
- Familiarized with Adobe Tools.
- Picking up remedy tickets as per SLA defined.
- Escalating tickets related to hardware/application specific issue to the groups aligned.
- Co-coordinating for VC (video conferencing) call setup.
- Conducting New-hire IT induction session.

ACADEMICS & CERTIFICATION

- ➤ Three-year Degree in Computer Application (BCA) from KSOU, Mahesh Singh Yadav College, Gaya (2012-2015) with 75% agg. marks.
- ➤ Pursuing DevOps from Network Nuts.
- ➤ Red Hat 8 (RHEL8) from Network Nuts.
- ➤ Training & certification **MCSA, MCITP** certified.
- ➤ Course of (HDIT) Higher diploma in information Technologies from NIIT.
- ➤ Microsoft Certified Professional (MCP), Ducat
- ➤ Microsoft Certified System Administrator (MCSA) from NIIT.
- ➤ Cisco Certified Network Associate (CCNA) training from Rooman technologies south extension, New Delhi.

PROJECTS

- ➢ A project made in Network programming using Multimedia.
- ➢ A project made in JAVA NETWORKING on CHATSERVER

CORE COMPETENCIES

- ➢ Server Management
- ➢ Network Management
- ➢ Operations Management-
  Handling overall functioning of processes, identifying improvement areas & implementing adequate measures **t**o maximize customer satisfaction Level. Preparing various reports with a view to apprise management on the ongoing status.
- ➢ Excellent communication skills.
- ➢ Willing to be part of new projects.
- ➢ Ability to do hard work.
- ➢ Optimistic attitude.
- ➢ Participation in Seminars & presentations.

PERSONAL PROFILE

- **Date of Birth:** 30 May 1989
- **Languages Known:** English & Hindi
- **Nationality:** Indian

DECLARATION

I consider myself familiar with Asst.IT Manager Aspects. I am also confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge.

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(Avinash kumar)