

Amardeep Singh

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Profile Summary

Over 15+ years of experience in project Management, service Delivery, Technical and administrative Support, with strong interpersonal skills. Worked in domains like Multinational Bank, Publishing industry, Authorized Service Providers and Other services providers.

Technically astute and result driven professional with proven track of smooth transitions, successful operations, meeting KPIs and exceeding customer expectations. Adept problem solver with a reputation for implementing proactive and cost effective solutions.

Operational Skills includes SLA Management, Change Management, Stakeholder Management, Incident Management, Vendor/Purchase order Management and Governance and Compliance includes Weekly / Monthly Governance Reports and meetings and Audits.

Authorized to work in the US for any employer (Green Card Holder)

Experience Summary:

I have played a key role in establishing and configuring IT infrastructure as a part of Technical support and service delivery roles.

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Customer Service Associate – Walgreens (May-2020 – Dec 2020)

Currently working as Customer Care Associate handling Cash Register, Stocking helping customers and assisting Store Manager in day to day operations.

Customer Service Associate – ZIMS Corporation (UPS Store) (May-2020 - Till Date)

Currently working as Customer Service Associate handling Cash Register, Processing Amazon returns, handling shipments as per standard UPS process helping customers and assisting Store Manager in day to day operations.

Project Manager/Associate Director - UBS Business Solutions (India) Private Limited (September 2018 – April 2019)

UBS Group AG is a Swiss multinational investment bank and financial services operating in over 50 countries.

- **Migration Projects:** Managed Various Infrastructure migration Projects including end user accounts, application and DB servers from Physical to Virtual Machines. Managed migration of 200 servers to new infrastructure by successfully completing

the entire project related tasks like Requirement and scope analysis, configuration and building the server, service account creation, user acceptance testing and permission and other tasks. This is achieved primarily by partnering and planning with regional Business representatives, , coordination with Delivery Managers, Regional IT Infrastructure and hosting Operations teams.

Assistant Vice President - Credit Suisse Services India, Pune (May 2008 – August 2018)

Credit Suisse Group is a leading Swiss financial services company, advising clients in all aspects of finance, across the globe and operating in ~25 countries.

- **Governance and oversight:** Responsible for monthly reviews of SOW / SLA deliverables for End User Support Contract with Wipro Technologies by focusing on Monthly Governance Calls and tracking various deliveries. Responsible for managing team of ~60 Members under SLAs for providing Technical Support for end user Equipment mainly Desktops, Avaya Phones, User AD attributes, Network and Storage. Managing Support for India user base of ~5000. Also responsible for Managing DEV environment hosted in Switzerland region consisting Servers, Databases, Virtual desktops, segregated firewalls and related infrastructure and is being used by developer community of ~1500 users in India and Switzerland region.
- **Migration Projects:** Managed Various Infrastructure migration Projects including Data Center relocation and migration, EMC Storage to Netapp in collaboration with Regional Storage Teams, Migration of desktop builds from WIN XP to Windows 7, Migration of Users from Desktop to Virtual Machines and Thin Clients. Managed relocation of ~4000 users to new site by successfully completing the entire project related tasks like Data Center migration. This is achieved primarily by partnering and planning with regional Business representatives, Vendor negotiations and Purchase orders, coordination with Delivery Managers, Regulatory authorities, Regional IT Infrastructure and hosting Operations teams. User acceptance Testing and before final handover of infrastructure
- **Provisioning and Decommissioning services:** Responsible for Provisioning and decommissioning services encompassing infrastructure provisioning and decommissioning of physical and virtual servers, storage and databases. Worked as Delivery Manager in dedicated team of technical delivery specialists ensuring quality of service and adherence to delivery commitments. This is achieved by partnering with regional Technical Account Managers, System Integrators, Delivery Managers, Regional IT Infrastructure Operations, Tools Support and Engineering teams.
- Responsible for Infrastructure readiness for deployments of new business function from other regions and hands-on experience in Disaster Recovery and Business Continuity Initiatives.

Zensar Technologies, Pune (March 2008 – 16th May 2008)

To Provide level 2 Technical support for network/systems/IT Infrastructure to UK Based Gas distribution network by supporting their Active Directory and Citrix environment.

Quark Media House – India, Quark SARL- Switzerland, Quark Inc, Denver (USA) (August 2004 to November 2007)

- Was responsible for administration of Domain and Microsoft Exchange environment, which included installation, and management of users, Groups, DLs and mailboxes etc.
- Basic proxy Administration which includes IP based internet access and implementing content based filtering.
- Was responsible for maintaining Antivirus server, and management of updates and installation of AV agents.
- Was responsible for Managing Apple Mac environment and remote installation of Operating system builds.
- Responsible for proving central IT support to all Quark's offices in Europe
- Managed Citrix environment including publishing of multiple applications and license management.

Academics & Certifications:

- Master of Finance and Control (MFC) from Punjab University, Chandigarh In the year 1998.
- Bachelor of Science (B.Sc.) from Punjab University, Chandigarh in the year 1996.
- MCSE (Microsoft Certified System Engineer- Windows 2012)
- ITIL certification from Vyom Labs, Pune.
- PRINCE 2 Practitioner Certificate in Project Management

Operating systems and Tools:

Windows 95/98/XP/Vista/7.x/10.x, Windows Servers, Mac OS 9.x/10.x client and Servers., Microsoft Exchange Server 2000/2003, Microsoft Office 2000 / 2003 /2010 suite, McAfee Group shield and EPO servers, Citrix Metaframe, CA ARC Serve

References: Available upon request