Dheeraj Tiwari

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PROFESSIONAL SYNOPSIS

IT infrastructure & security professional with extensive experience in cloud, on-premises, and hybrid system administration, including integrations. Strong communicator with excellent interpersonal skills and the ability to build relationships. Demonstrates strong analytical, problem-solving, and organizational abilities, along with a flexible, detail-oriented approach and innovative mindset. Currently serving as a Senior IT Engineer at Unlimit R&D IND, Gurugram, IN.

Project 1: Global Implementation and Automation of ManageEngine MDM for macOS Devices

The global deployment and automation project of Mobile Device Management solutions to remotely manage corporate devices and enforce enterprise-wide policies. Configured and automated device enrollment, provisioning, and compliance workflows, leveraging **Apple Business Manager (ABM)** and **MDM** integration for **zero-touch deployment.**
Developed custom policies & **powershell, bash & xml scripts** to standardize security configurations, application distribution, and software updates across geographically distributed teams. Collaborated with IT, security, and compliance teams to ensure alignment with global organizational security policies.

Key Points:
Created and deployed Windows 11 Golden image with pre installed softwares and licenses assigned through KMS licensing.
Automated macOS device enrollment, reducing manual effort by 70%.
Implemented policies for encryption, password compliance, and endpoint security, enhancing device security globally.
Streamlined software deployment and updates, improving user productivity and IT efficiency.
Delivered a scalable, compliant MDM solution across multiple regions, supporting thousands of macOS devices.
Implement IT posturing to ensure that all devices accessing the network or systems meet predefined security requirements, such as up-to-date **antivirus software**, **patch levels**, and proper **configurations**, to **reduce vulnerabilities and risks**.

Project 2: Implementation of Jira Service Management with AD and Google Workspace Integration for Automated User Lifecycle Management.

Let the implementation of **Jira Service Management (JSM)** as the centralized ITSM platform, integrating it with **Active Directory (AD)** and **Google Workspace** to automate user account provisioning, deprovisioning, and **access management**. Designed and deployed workflows to handle onboarding and offboarding processes, ensuring seamless creation of user accounts, group assignments, and secure access revocation. Leveraged APIs and directory synchronization to automate lifecycle events, reducing manual intervention and enhancing compliance with organizational policies.

Unlimit R&D, Gurugram, India.

Title	:	**Senior IT Support Engineer(R&D)**
Duration	:	June. 2023 – Till Date
Role	:	Infrastructure & Administration Team
Organization	:	Unlimit Inc.
Projects	:	Mobile device Management and Atlassian implementation & integrations.

- Collaborate with global, security, SRE, and cloud teams to maintain cloud and on-prem infrastructure.
- Manage and support the organization's mobile device management platform.
- Implement, upgrade, and patch endpoints, applying security/DLP policies through custom profiles and automated scripts (Powershell, Bash, Python).
- Support the implementation of Network/Cloud/Endpoint Data Loss Prevention policies in line with IT and security

compliance.

- Integrate and manage MDM sync with enterprise systems like Active Directory, Azure AD, and identity management platforms.
- Oversee installation, configuration, and updates of default (CrowdStrike, GLPI, MS Office, Chrome, Slack, IDE) and other required software.
- Troubleshoot complex issues on Mac/Linux/Windows devices or applications.
- Manage software development tools and troubleshoot binaries.
- Monitor and remediate vulnerabilities detected via Splunk/Securenix/Zabbix/CrowdStrike, collaborating with security teams.
- Support and maintain global IT compliance standards such as ISO 27001 and SOC 2.
- Manage end-user access and email/Google Workspace administration.
- Handle request/change/problem requests in accordance with ITIL processes.
- Perform escalation handling and root cause analysis.
- Create and update Confluence IT articles regularly.
- Manage services and servers using Ansible.
- Administer Google SSO Identity and Access Management.
- Manage and administer Google Workspace and Slack.
- Use REST APIs and Webhooks for system integration.
- Automate cloud infrastructure management with Terraform, focusing on IAM creation and configuration.
- Manage GitLab, Grafana, and Jenkins access control.

ApplyBoard Gurugoan, India.

Title	:	**Senior Information Technology Analyst.**
Duration	:	Feb. 2021 – June, 2023
Role	:	System Administration
Organization	:	ApplyBoard India Pvt. Ltd.
Project	:	IT Infrastructure Build & Support
Description	:	Managing and supporting an organization's IT infrastructure.

Projects: Implementation of IT Hardware and Software Asset Management System

Implementation and administration of a comprehensive **IT Asset Management (ITAM)** processes to streamline the tracking, management, and lifecycle of hardware and software assets across the organization utilizing existing platforms like Asset management tools, **MDM, Okta, AD, Google Workspace, endpoints, CMDB** etc.

. The project involved selecting and configuring an asset management platform, integrating it with existing systems, and ensuring efficient asset tracking and reporting. The system automated the procurement, deployment, maintenance, and decommissioning processes, improving operational efficiency, **compliance**, and **cost control**.

Key Achievement includes:
Asset Inventory & Lifecycle Management.
Integration with Existing Systems.
Software License Management.
Software License Management.
Cost Optimization & Reporting.
Data Accuracy & Audits
Security & Compliance.
Training & User Adoption:

- Collaborate with onsite teams to build, manage, and support IT infrastructure in India.
- Manage global IT asset, procurement, and vendor management processes.
- Administer and troubleshoot MS AD, DNS, DHCP, and file server services.
- Implement and manage VMware MDM for global Windows, Mac, and iOS devices.
- Develop secure automated onboarding/offboarding processes for remote IT employees.
- Work with global teams to integrate HR, IT, cloud, and support platforms.
- Automate manual processes using Bash and PowerShell scripts to reduce errors and improve cross-team functionality.
- Contribute to building and maintaining global office IT infrastructure and policies for smooth operations.
- Conduct end-user IT process training to demonstrate internal IT tools and processes.
- Identify and patch vulnerable systems to ensure data security and prevent unauthorized access.
- Administer AWS IAM, S3, EC2, and Okta.
- Create, deploy, manage, and troubleshoot AWS VDI, images, and bundles.
- Maintain technical documentation, including configuration records and SOPs.
- Train and shadow newly hired IT team members.

- Administer AD and Google Workspace.
- Resolve technical incidents and escalations promptly, ensuring proper documentation and tracking.
- Provision permissions and troubleshoot user issues on company web-based products.
- Monitor Datadog threads and manage auto-ticket routing through Zendesk.
- Manage endpoints via FortiEMS server console.
- Handle escalations and support hardware/software inventory management.

Axiom Technologies, India.

Title	:	**Technical Support Engineer**
Duration	:	Jan. 2020 – Feb. 2021
Role	:	System Administrator
Organization	:	Axiom Technologies Pvt. Ltd.
Project	:	Remote IT Support to various global clients and their IT infrastructure.
Description	:	Responsible for implementing, managing and supporting organization and client's IT infra.

Roles & Responsibilities:

- Part of the service delivery team, providing end-to-end support across various services, including managed IT support, email migrations, AWS, and application migration.
- Maintained global IT onboarding/offboarding processes and dependencies.
- Collaborated with technical groups and business owners to identify and resolve potential quality issues before they impact customers.
- Managed relationships with key clients, ensuring effective communication in a challenging environment.
- Served as a system administrator, supporting network infrastructure for the company and clients.
- Installed and configured user software, network infrastructure, and servers (Windows Server 2012/2016, Mac OS, Linux, Windows workstations).
- Managed user profiles, email accounts, backups, and system configurations.
- Monitored system performance and ensured compliance with requirements.
- Troubleshoot and resolve issues and outages in a timely manner.
- Ensured security through access controls, backups, and firewalls.
- Handled system upgrades and new releases.
- Developed expertise to train staff on new technologies.
- Managed and configured data backups and restores over NAS.
- Led end-to-end G-Suite, M365, and Azure AD implementation and administration.
- Administered AD DFS permissions and resolved DFSR issues.
- Managed hardware/software inventory, VOIP systems, and password management.
- Utilized Spanning Backup, BitTitan, and CloudM for G-Suite administration.
- Administered WHM, cPanel, websites, and domain management.
- Conducted monthly and weekly reporting and audits.

Cybage, Pune, India

Title	:	**Technical Support Engineer**
Duration	:	Feb. 2016 – July. 2017
Role	:	Project Lead
Organization	:	Cybage India Pvt. Ltd.
Project	:	Client (Transics) Onsite IT infrastructure Build & Support
Description	:	IT Infrastructure Support & Team Building

Roles & Responsibilities:

- Led the support team, responsible for providing support for Windows client and server environments, including client data centers, patch scheduling, and DNS name management.
- Onsite client visits to understand existing infrastructure and help build a support team in India.
- Designed, migrated, deployed, and operated Hybrid Cloud environments.
- Conducted weekly conference calls with clients to gather requirements and provide updates.
- Collaborated with teams to monitor and resolve network issues.
- Monitored server performance and managed Windows Server 2008 R2 and related services.
- Configure and troubleshoot TCP/IP on Windows clients and servers.
- Installed, configured, and troubleshoot Windows wireless connections and access points.
- Resolved DNS issues, including name resolution, replication, creating zones, backups, migration, records, and forwarders.
- Installed, configured, and troubleshoot DHCP clients and servers.

- Configure and troubleshoot Windows firewall.
- Diagnosed and resolved network connectivity issues, including ping failures, slowness, network failure, IP configuration, and packet drops.
- Experienced with Windows Hyper-V and VMware.
- Used Microsoft Network Monitor and diagnostic tools to analyze network traces and troubleshoot issues.
- Led cloud migration initiatives for clients.

CompuCom, Pune India

Title	:	**IT Operations Associate**
Duration	:	June 2014 – Feb. 2016
Role	:	System Admin
Organization	:	CompuCom India Pvt. Ltd
Description	:	IT Infrastructure Team

Roles & Responsibilities-
- Managed end-to-end ticketing process using ServiceNow, providing comprehensive support for open tickets.
- Administered Active Directory domains, including user account creation and deletion.
- Created DHCP scopes for clients and network printer address allocation.
- Performed Active Directory support and change management for Organizational Units (OUs).
- Administered VMware and managed Windows services like AD, DHCP, DNS.
- Provided maintenance and troubleshooting for network connectivity issues across client and server OS environments.
- Used diagnostic tools & log analysis to identify and resolve network, system performance, and hardware/software issues.
- Troubleshoot DNS name resolution and DHCP server issues.
- Monitored and maintained TCP/IP connectivity, addressing network-related problems.
- Utilized tools such as ping, Nslookup, ARP, and Packet Tracer to diagnose network issues.
- Coordinated server reboots for hardware repair/replacement.
- Hands-on experience troubleshooting various network issues, including VPN, wireless, DNS failures, IP allocation, and mapped drive issues.

Convergys India Pvt. Ltd, Pune, India(MS EPS)

Title	:	Technical Support Engineer
Duration	:	Aug 2012 – Nov, 2013
Role	:	Windows Network Specialist
Organisation	:	Convergys India Pvt. Ltd.
Project	:	Microsoft Enterprise Platform Support
Description	:	Responsible for providing enterprise MS server networking & dependencies support to microsoft global clients.

Roles & Responsibilities:
- Part of the networking team, providing support for Windows Server and client environments.
- Configured and administered Windows Server 2003/2008/2012 and related services.
- Managed end-to-end resolution for tickets raised by Microsoft enterprise clients.
- Provided technical support via remote access, email, and Lync chat for North American enterprise clients.
- Collaborated with global Microsoft teams on technical issues.
- Specialized in troubleshooting DNS, DHCP, network connectivity, and wireless services in Windows Server environments.
- Trained on Windows XP, Vista, Windows 7/8, and Server 2003/2008/2008 R2/2012.

TECHNICAL SKILL SET

- **Mobile Device Management**: Jamf Pro, ManageEngine, VMware Workspace One, JumpCloud, Apple Business Manager.
- **Cloud**: Azure, AWS (IAM, VPC, S3, WorkDocs, Workspaces).
- **Server OS**: Windows Server 2012/2016/2019, Linux.
- **Client OS**: macOS, Ubuntu, Windows.
- **Virtualization**: Hyper-V, VMware.
- **Scripting**: PowerShell, Bash, Python, JavaScript (OOP exposure).
- **DevOps**: CI/CD, Jenkins, GitLab, Vault, Docker, Linux, EC2, Terraform, Ansible.
- **IAM**: Keycloak, Google, Okta, AWS IAM.
- **Network Protocols**: LDAP, UDP, ICMP, SMTP, FTP, DHCP, DNS, SFTP, HTTP, HTTPS, SMB.
- **Network & Monitoring Tools**: Nslookup, tcpdump, NetMon, Wireshark, Datadog, Splunk, SolarWinds, Netsh.

- **Project Management**: Atlassian Jira/Confluence, KPI management.
- **Endpoint Protection**: FortiEMS, CrowdStrike, ManageEngine.
- **Monitoring**: Datadog, Zabbix, SolarWinds.
- **Service Desk Tools:** JSM, ServiceNow, Freshdesk, Zendesk.
- **Storage**: SAN, NAS, BackupChain, Acronis.
- **ITIL/IT Asset Management**: Expertise in ITIL practices and asset management.

CERTIFICATIONS

Microsoft Certified I.T Professional Trained.(MCITP)

ACHIEVEMENTS

- Conducted onsite knowledge transfer in Ypres, Belgium for Cybage, India.
- Awarded Best Performer at ApplyBoard, India.

EDUCATIONAL CREDENTIALS

Bachelor of Engineering – Information Technology● Pune University (2011)

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