



## **Himanshu Rawat**

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**Technical Trainer - Global Technical Training Operations**  
**|Network & Network Security Consultant | CCNP | MCA |**  
**Location Preference: Delhi/ NCR**

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### **Profile Summary:**

- Offering 5+ Years of comprehensive training experience in Network & Network Security Products.
- Associated with Technical Training Delivery/ Technical Support Delivery/ IT Infrastructure administration/ Technical Pre-Sales.
- Adept in performance evaluations organizational development and content selection.
- In-depth experience in course development, instructional design, and resource coordination.
- Adept at creating and small / large groups of the training session, classroom training, web-based session, instructional materials, teaching aids, technical / troubleshooting manuals and user guides.
- Excel at collaborating with managers, instructors, and clients to determine training needs.
- Superior communication, diagnostic, technical, and presentation skills.

### **Career Objectives:**

Qualified IT Professional seeking position with dependable firm in which my experience and skills can be an asset to the company.

### **Work History: -**

**Quick Heal Technologies Ltd.**  
Position: **Technical Trainer (North Zone)**

**April 2015 – Till Date**

**Quick Heal Technologies Ltd.** (Formerly Known as Quick Heal Technologies Pvt. Ltd.) is one of the leading IT security solutions company. Each Quick Heal product is designed to simplify IT security management across the length and depth of devices and on multiple platforms.

### **Job Responsibilities:**

#### **Training:**

- Major responsibility to fulfil North India training needs as well as other locations as per requirement.
- Provide high-level training efforts for External customers like OEM Partners, Dealers, Government Sectors, Corporates, International Customers as well as Internal Staff.
- Expertise in classroom sessions, train-the-trainer, video conferencing, webinars, lunch-break sessions, Product demonstration, Cyber awareness and Q&A.
- Trained company representatives on corporate and business guidelines.

### **Learning Management System:**

- Management of Open source LMS (WAMP + Moodle.).
- Overseeing the training of new recruits to LMS, online course enrollment as per training needs.
- Schedule and process Monthly Test for Pan India Support Teams.

### Content Development:

- Prepare document-teaching procedures for Technical training team, including presentations, instructional manuals, quick reference guides, and test results forms.
- Prepare multilevel classroom courses to Internal & external customers with varying levels of knowledge, skills, and abilities.
- Assist in development of training materials, technical/ troubleshooting manuals, and user guides and Maintain documentation on intranet.
- Design high-quality whiteboard self-explanatory videos of Quick Heal and Seqrite Products.
- Recorded product video to upload it in online courses portal.

### Training Needs Identification:

- Liaised with managers, other instructors, and system vendors to determine training needs.
- Prepare monthly/weekly calendars and shared with concern department.
- ROI & Cost Analysis.
- Knowledge Assessment & Skill-gap Analysis.

### Others:

- **Reports Analysis:** Consolidate, analytical, TNI, Feedback forms etc.
  - Prepare Webinars consolidate reports for Quarter basis.
  - Prepare On-Demand report for completed pieces of training, courses etc.
  - Taking Technical rounds in the recruitment process for the Delhi TSC & Branch support team.
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**Quick Heal Technologies Pvt. Ltd.**

**June 2012 – Mar 2015**

Position: **Engineer - Technical Support**

### Job Responsibilities:

- To provide **post-sales technical support** by Onsite Visit, Remote, Email and Telephonic Support.
  - Provide In-house or Onsite Demo/Training of products.
  - Involved In-Application Support Teams in Administration, Installation, Client/Server Hardware, Software Peripherals and Network Systems.
  - Design and Install secure and scalable networks for different government and corporate clients.
  - Handling Endpoint Security, UTM, Mobile Security, and Antivirus products to various platforms.
  - Creating and maintaining accurate trouble tickets which entail recording problem/ symptom, analysis performed resolution, and other information relevant to resolving the problem.
  - Applying various security policies, implementation & Configuration of **VPN's solutions including IPsec, Global VPN Client and SSL VPN** between different **firewalls and routers** for different sites as per the requirements for secure encrypted communications.
  - Configuration & Troubleshooting various security policies of UTM like,
    - **Load Balancing, up to 5 ISP,**
    - **Automatic Link Failover between different ISP,**
    - **Access Control Lists (ACL),**
    - **NAT/PAT/Masquerade,**
    - **Process Improvement Anti-Spam and Gateway Antivirus,**
    - **CFS (Content Filtering Services),**
    - **IPS (Intrusion Prevention System),**
    - **Bandwidth Management, user wise or IP wise,**
    - **Mail protection.**
  - Respond to problems by presenting cost-effective, customized solutions appropriate for the co. or client size, scope & mission.
  - **Implementing changes into Network** after discussing with Change Advisory Board.
  - Configuration and Management of **Gateway Redundancy, Gateway Load Balancing and Interface tracking using HSRP and VRRP.**
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**Kelly Services**

Jan 2011 – July 2011

Position: **Customer Care Executive**

**Kelly Services India**, a leader in providing workforce solutions, completes over a decade's presence in India, serving clients and candidates for Recruitment and Staffing solutions across industries.

- Worked as a contractual Employee in **Fidelity Investments Pvt Ltd**.
- Understanding client LAN / WAN environment.
- Remote Installations, online and telephonic support to the customers.
- Preparing deployment plan with the appropriate network diagram.
- Installation of Firewall, IPS, SSL VPN, Content Filtering.
- Desktop Troubleshooting.
- Installation & configured workstations for IP based LAN, Thin-Clients, and DHCP Client/Server.
- Maintaining logs and report generation.

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**Professional Certifications :**

- Cisco Certified Network Associates (**CCNA**)
- Microsoft Certified Professionals (**MCP**)

**Core Qualification:**

- Cisco Certified Network Professional (**CCNP**)
- Microsoft Certified IT Professional (**MCITP**)
- Learning Management System (**LMS**)

**Expertise:**

- Training contents design & Training videos creation (Tools: Sparkol, BSR recorder, Powerpoint).
- Online Training (Tools: Skype, Go to Webinar & Go to Meeting).
- Routing and Switching
- Network Security Products like
  - Endpoint Security (**EPS**)
  - Unified Threat Management (**UTM**)
  - Mobile Device Management (**MDM**)
  - Encryption Manager
  - Cloud Security

**Academic Details :**

- M.C.A. from Punjab Technical University.
- B.C.A. from Guru Jambheshwar University.
- HSC from CBSE
- SSC from CBSE

**Additional Information:****Interests:** Travelling and Body Building.**Date of Birth:** 15<sup>th</sup> July 1988**Father's Name:** Sh. Ajay Kumar Rawat**Marital Status:** Married**Language Known:** Hindi and English**Address:** 1135/E Hariom Gali, Babarpur, Shahdara, Delhi-110032**Date:** \_\_/\_\_/\_\_\_\_**Place:** Delhi**(HIMANSHU RAWAT)**