HIMANSHU GUPTA

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Citizenship: INDIAN   Mungra Badshahpur, Jaunpur
                                                                                                           Uttar Pradesh- 222202

CAREER OBJECTIVE

To do my work honestly & achieve a higher level of success with hardworking, dedication and devotion to the assigned job in the assigned field

WORK EXPERIENCE

Tata Consultancy Services   **May 2022 to Till Now**

Assistant System Engineer

SHELL PRJOECT

- **Working on Microsoft Azure as a cloud operations Engineer. Skilled on Iaas & paas components, ITIL, ITSM**
- **Setting up and configuring Azure Virtual Desktop environments according to organizational needs.**
- **Manage Azure platform like IAAS and PAAS services those offered by MS.**
- **Configure and maintain Azure platform services and processes, including monitoring of system health and performance, to ensure high levels of performance availability and security.**
- **Independently analyze, solve, and correct issues in real time, providing problem resolution end to end.**
- **Manage azure security alerts and resolve the issue also identify root cause.**
- **Suppress the high alert using suppression of alert.**
- **Provide 24 *7 support for critical production system.**
- **Experience to manage monitoring activities (Backup, antimalware, signature out of date).**
- **Monitoring system performance, troubleshooting issues, performing routine maintenance tasks to ensure optimal AVD functionality.**
- **Implementing and managing security measures to protect Azure virtual Desktop.**
- **Providing technical support to end user using azure virtual desktop, resolving issues, and ensuring a positive user experience**
- **Managing updates, patches, and upgrades for AVD infrastructure to ensure security and compliance**
- **Collaborating with cross functional teams, such as network administrators, security teams, and application developers to achieve integrated solutions.**
- **Collaborating with Azure services and tools to enhance overall infrastructure and application performance.**
- **Creating and maintain documentation for configurations, procedures and troubleshooting guidelines**

AIR-BAND PROJECT

- Develop reports that support assessment of operations and continuous improvement including trends, exceptions etc.
- Working On Air-band Project (5G Technology) As Network Planner and Designer
- Participate in design sessions and provide input based on current data status and anticipated data impact
- Creating Job package creation using QGIS Software
- Integrate the Grid into Map with help of SQL Query and intersection
- Manage quality standards of BOB File
- Checking Network connection using Networking Commands on Linux
- Planning and Designing 5G- Network Fibre plan on QGIS
- Creating Geo-Refrencing and work point For particular Equipment
- Deploy 5G optical cable on software via various Equipment and print their Layout

CELLNEX Project

- Analyze system problems, determine root cause, initiate corrective action, and provide follow upto ensure that correction is made
- Coordinate training and provide technical support to end users
- With Help of Salesforce Ticketing Tool Resolve their Query Related to their issue on Product.
- Update The Inventory On Agora According To New Equipment plan on Design

Ameyo (Product Engineer)   December 2021 to May 2022

- Resolve Ticket On live basis Using Any-desk or Google meet Regarding client issue.
- Work on Dialer and IVR , Fetch Call report, call status , drop call issue.
- Resolve Ticket of L1 and move ticket particular concern person according to the issue.
- Configure outbound setup For client according to their need or data.
- Creating Campaign and whole Inbound setup process For Inbound Setup
- Provide VPN for web-Rtc Calling to client.
- Create prompt according to Holiday or any occasion and setup on inbound setup
- Create campaign , process, and mapping to new user into their respective campaign.
- Debugging and also provide Different panel Training To client (use Linux and PostgreSQL and Networking)

BYJUS (Operation)   July 2021 to November 2021

- Create Landing Page and backed page with use of Unbounce Tool.
- Create Landing page on Lead page
- Create new Funnel of Email or Modify According to Hierarchy of Company on platform IFS
- Maintain CM Sheet for all detail, and posting all conversion report on platform
- Create website page with use of Word press
- Create bit-ly link for product.
- Create UTM Maker for pages.
- Use of Zapier Tool For integration of CRM and other Tool
- Work on Zen-desk Tool for Resolve ticketing For Resolve Query
- Sechudel Meeting on Different platform as Demio, GO TO Webinar
- Create Test Page or Quiz on platform and integrate with help of Zapier.

CERTIFICATES:-

Microsoft Azure Administrator (01/2024)

Microsoft Azure Fundamentals (12/2023)

Google Cloud Certified Associate Cloud Engineer (10/2022)

Microsoft Certified:- Azure AI Fundamentals (06/2022)

Technical Support Fundamentals (07/2020)

Networking In Google Cloud Specialization (07/2019- 06/2020)

Certificate in Computer Network (CCNA) (07/2018)

Fundamentals of Digital Marketing (06/2020)

Digital Skills: ARTIFICAL INTELLIGENCE (04/2020)

SKILLS:-

Azure, serviceNow, Salesforce , Linux , Networking, SQL(PostgreSQL, MYSQL), Cloud Computing(GCP,Azure), Zen-desk, Technical Support, CRM , QGIS, Asterisk, IVR, Contact Center Solutions, IFS, Unbounce

PERSONAL PROJECTS

Graphical Password using Image Segmentation (07/2019 - 12/2019)

The project allows user to input an image as its password and only user knows what the image looks like as a whole.

If the image does not matches with the original image,the user is not granted access to the application.

Networking CCNA (05/2018 - 07/2018)

The project was made in CISCO packet tracer. it included basic features of networking operation from this project i learn about routing protocol.

EDUCATION

- B. Tech (CSE) : From L.P.U, Punjab in 2020
- HSC (12th) : From Smt. Satna Devi Intermediate College, Allahabad (U.P. Board) in 2015
- SSC (10th) : From S.S PUBLIC SCHOOL, Varanasi (C.B.S.E. Board) in 2013

LANGUAGES:- ENGLISH & HINDI

INTERESTS:-   Travelling & Sports