

Vaibhav Kasaudhan

A professional with 2 years of experience in technical support (System Admin L1, Software License Manager L2), seeking a role in either technical support or software engineering to apply my skills and contribute to organizational growth.

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WORK EXPERIENCE

Senior Executive - Asset Management Microland Limited

04/2024 - Present

Gurgaon

Working as Software License Manager at client office Maruti Suzuki Gurgaon.

Achievements/Tasks

- Manage daily software license approvals, compliance audits, and true-up reports to ensure accurate inventory and usage tracking.
- Introduced and standardized SOPs for software compliance awareness across the organization, improving overall adherence to licensing policies.
- Identified and flagged unauthorized and deprecated software, reducing security and compliance risks.
- Track and maintain Software Compliance Reports and License Inventory, providing detailed insights for decision-making.
- Reduced incorrect software installations by 80% by streamlining the service request process and providing training to L1 Engineers.
- Collaborate with the Asset, SCCM, and EUS Support teams to optimize software compliance and resolve licensing and installation issues.

System Administrator - Technical Support Wipro Limited

11/2022 - 01/2024

Mumbai, Maharashtra

I was trained in Cloud Infra Admin and worked at the client location, ICICI Bank.

Achievements/Tasks

- Configured and managed a DC and ADC, connected client machines for high availability and redundancy.
- Managed 20 user profiles, group policies, and ensured secure Remote Desktop Protocol (RDP) access for remote employees.
- Provided technical support for 200+ systems, resolving application and system issues for critical users, including 350+ Dealing Room users via Teams, calls, and onsite assistance.
- Managed application, patch, and OS updates, reducing system downtime by 30%.
- Contributed to asset replacement and system compliance activities, improving overall system efficiency and reducing incident resolution time.

EDUCATION

Bachelor of Computer Applications Mohyal Educational and Research Institute of Technology Delhi

01/2025 - Present

New Delhi, Delhi

Courses

- Python, Web Development

Three years Diploma in Computer Science and Engineering Government Polytechnic Aadampur Tarabganj Gonda

08/2019 - 08/2022

Gonda, Uttar Pradesh

SKILLS

Cloud Infra Admin

Excel

Python

ITIL

Git

License Compliance

C

React Js

O365 License

Pivot Tables

Lookups

GitHub

Data Analysis

CSS

Linux Admin

Remote Support

Desktop Support

PERSONAL PROJECTS

Business Oriented Program - Training Project (12/2022 - 12/2022)

- Created a forest with windows server and promoted as DC/ADC as per given config.
- Created client machines and connected with DC, also checked for DNS lookups.
- Created 20 users in AD, verified by logging in. Managed multiple profiles of users for giving access as per requirement.
- Created groups for amplified access management for multiple users so that it'll simplified access that anyone can manage as per client.

Service Landing Page for ECloudWorx (10/2022 - 11/2022)

- Enhanced my HTML, CSS, Flexbox, Grid system and responsive layout.
- Advanced the animation of website using AnimateOnScroll CSS library.
- Evaluated the client side impression by using modern design tools.

ACHIEVEMENTS

Hactoberfest Opensource Celebration Event 2021 - 22

Hacktoberfest is a month-long yearly global celebration of open source. During the fest I had successfully created 6 valid pull request on open source projects and got the Hactoberfest swags as per fest terms.

LANGUAGES

English

Professional Working Proficiency

Hindi

Native or Bilingual Proficiency