



**SUMANT GARG**

IT Analyst seeking roles in Technical Support, Remote Support, Azure Ad Administration, Service Delivery Management, System Administration, Client Servicing, System Analysis, Operations Management, Troubleshooting, Customer Support, Team Leading.

Current Designation: IT Analyst

Current Company: HCL Technologies Limited

Current Location: Mumbai

Pref. Location: Pune,Bengaluru / Bangalore,Gurgaon

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engrn

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Technical Support, Remote Support, Azure Ad Administration, Service Delivery Management, System Administration, Client Servicing, System Analysis, Operations Management, Service Operations, Customer Support, Team Leading Skills, Troubleshooting, RSA

Verified : Phone Number | Email - id

Total Experience: 4 Year(s) 6 Month(s)

Notice Period: 15 Days or less

Highest Degree: MTech [Computers]

Last Active: 20-Jan-21

Last Modified: 19-Jan-21

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## Summary

- \* Commendable experience over 4.5+ years on Service Delivery, Remote Support Engineer, O365 Administration, Client Relationship, Team Leader, Troubleshooting and Process Enhancements.
- \* Adept in detecting problems, formulating tactical plans, and implementing effective solutions.
- \* Diagnosed O365, RSA, Outlook, Operating system problems, repaired all issues and removed malware programs.
- \* Knowledge of networking concepts like Routing & Switching, IP Routing, NAT, IP Addressing, ACLs.

## Work Experience

### **HCL Technologies Limited** as IT Analyst Jun 2018 to Till Date

Delivering Advanced L2 Technical Support to global users by providing Remote Support.  
Appointed as acting Team Lead & Resource Management.  
Diagnosed and solved issues related to O365, Outlook, Skype, MS teams, VPN, RSA Token, OS, and malware.  
ITSM tools like BMC Remedy & Service Xchange as per the requirement of Project & ITIL standards.  
Azure AD for Password Administration, Device Management, MFA Management, ID Creation.  
Managing Active Directory user account, VPN & RSA access, O365 apps & license Management, Access & Identity Management.  
Access to Security portals like Symantec console Administration, Email tracking & release using exchange control panel.

### **Shyam Indofab (P) Limited** as Operations Executive Aug 2017 to May 2018

Handled 30 - 40% of orders from Exports & Domestic clients and managed them from order execution to delivery.  
Resolved product or service-related problems by clarifying customer's complaints, determining the cause, expedited adjustments, and followed up to ensure resolution.

### **MakeMyTrip (Outsourcing)** as Customer Care Representative Jan 2017 to Jul 2017

Worked at Motif India Infotech Pvt. Ltd., an outsourcing partner for MakeMyTrip India.  
Ensured wonderful stay for in-house guests by effectively solving customer's problems after hotel booking. Managed accounts of the existing clientele to extend the business and build future relationships with them.

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## Education



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

UG: **B.Tech/B.E (Computers)** from **Kurukshetra University** in **2013**  
PG: **M.Tech (Computers)** from **M.M. UNiversity, Mullana** in **2016**  
**Other Qualifications/Certifications/Programs:**  
Earned silver club certification in Workload Automation Basics Assessment  
Completed course in R.H.C.E. (Linux Administration & Security)  
Completed course in C.C.N.A (Network Technology & Devices)

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IT Skills

Skill Name	Version	Last Used	Experience
Outlook, Skype, MS teams			
TROUBLESHOOTING			
Remote Support			
BMC Remedy			
Red Hat, Linux Server			
Microsoft Azure	0	0 Year(s) 0 Month(s)	
Office 365	0	0 Year(s) 0 Month(s)	
Technical Support	0	0 Year(s) 0 Month(s)	
SERVICE DESK	0	0 Year(s) 0 Month(s)	
RSA	0	0 Year(s) 0 Month(s)	

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient	✓	✓	✓
Hindi	Expert	✓	✓	✓

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Affirmative Action

Category: **General**  
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**  
Employment Status: **Full time**

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