



SACHIN VISHWAKARMA

IT MANAGER - INFRA & OPERATIONS

CONTACT

☎ +91-9769404561

✉ Sachtech.in@gmail.com

📍 Kandivali Mumbai -101

☎ +91-9373129907

EDUCATION

GRADUATE

- Bachelor of Arts-Mumbai
Mumbai University
- First Division

CERTIFICATION

- ITIL FOUNDATION 4
Certified -2024
- Certification Google ads
display -year 2020
- Protect your Pc against the
notpetya cyber-attack-2021
- Advanced Cyber Security -
Threats and Governance-on
May
- 2022 -Network Security- on
May 2022

PROFILE

Results-driven IT professional with extensive experience in managing complex IT operations, optimizing system performance, and ensuring seamless integration across Apple and Windows platforms. Expert in overseeing infrastructure, configuring devices, and providing strategic solutions to minimize downtime and maximize efficiency. Skilled in handling high-level escalations and delivering exceptional VIP support to senior executives, ensuring quick resolutions and uninterrupted workflows. Proven ability to streamline IT processes, enhance system security, and implement best practices that drive operational excellence. Passionate about staying ahead of evolving technologies to continuously improve IT environments and user experiences

WORK EXPERIENCE EXTENSIVE EXPERIENCE OF 7+ YEARS

- **Angel One (Angelbroking)** 2022 DEC- PRESENT
IT assistant manager
 - ✓ Expertise in IT Infrastructure, Security, and Operations
 - Extensive knowledge in designing, implementing, and maintaining robust IT infrastructure.
 - Strong understanding of cybersecurity protocols and risk mitigation strategies.
 - Skilled in managing IT operations to ensure seamless service delivery and uptime.
 - ✓ Proactive Leadership & Team Management
 - Demonstrates strong leadership by mentoring and guiding cross-functional teams.
 - Encourages innovation and collaboration to drive efficiency and productivity.
 - Decisive decision-maker, ensuring timely execution of IT strategies.
 - ✓ Operational Excellence & Performance Optimization
 - Proven track record of improving operational efficiency through process automation and best practices.
 - Expertise in optimizing IT systems to enhance performance and reliability.
 - Focused on cost-effective solutions without compromising quality and security.
 - ✓ Security & Compliance Management
 - Well-versed in regulatory compliance, data protection, and industry best practices.
 - Implements robust security measures to protect organizational assets and sensitive information.
 - Ensures continuous monitoring and incident response preparedness.
 - ✓ Strategic Vision & Business Alignment
 - Aligns IT strategies with business goals to drive digital transformation.
 - Leverages technology to enhance customer experience and operational agility.
 - Adapts to evolving industry trends to ensure a competitive edge.
- 🎯 Goal: To leverage expertise in IT management to advance organizational objectives and drive innovation in a dynamic technology-driven environment.

PROJECT EXECUTED AND DEPLOYED

- Azure AD Migration - 5000+ at AngelOne
- Antivirus CrowdStrike Implementation at AngelOne
- DLP Implementation at Angel One
- Zscaler - Deployment management at Angel One
- Network / Remote Location CMD CXO cabin Complete Automationn Infra Setup at Angel One
- Telephony Boardroom Solution at Angel One
- Zoom Controller Implementation
- ChromeBook Implementation for Enterprise -Gsuite

ACHIEVEMENT REWARDED

- League of Future Makers (Enterprise IT)-Angel One
- Awarded Employee of the Month -Angel One
- Achievements Workplace-Motilal oswal Financial service.Ltd/Aforeserve in year 2020- Got number of appreciations more than 30-40 from MOSL for Seamless supporting MOSL client

JSW

16 DEC 2021 – 06 DEC 22

VIP Technical Support Engineer – SYSNET GLOBAL

- ✓ Dedicated Technical Support for Executive Leadership
 - Served as the primary point of contact for Directors, MDs, and Senior Management.
 - Delivered high-priority technical support for Apple and Windows devices with rapid response times.
- ✓ Incident Management & Escalation Handling
 - Managed and resolved complex escalations, ensuring minimal downtime for senior leadership.
 - Provided real-time troubleshooting and proactive monitoring to prevent disruptions.
- ✓ Device Configuration & Performance Optimization
 - Configured, optimized, and maintained executive devices, including laptops, desktops, and mobile devices.
 - Ensured peak performance, security, and reliability of IT assets for top executives.
- ✓ Collaboration & IT Alignment
 - Worked closely with IT teams to align support strategies with organizational objectives.
 - Ensured smooth transitions during upgrades, including seamless data migration and device setup.
- ✓ Executive IT Liaison & Communication
 - Acted as the bridge between senior management and IT teams for clear and efficient issue resolution.
 - Maintained a high standard of service delivery, ensuring leadership could operate without technical hindrances.

🎯 Impact: Enabled uninterrupted productivity for top executives by delivering exceptional IT support, enhancing efficiency, and ensuring seamless technology operations. 🚀

MOTILAL OSWALSERVICES LTD FEB 2020 – FEB 2021

VIP Support Engineer E3 – (Aforeserve)

- ✓ Executive-Level Technical Support
 - Provided technical support to VIP users, including directors, for Windows and macOS-related issues.
 - Delivered high-priority support for both hardware and software troubleshooting.
- ✓ System Configuration & Maintenance
 - Managed the configuration and operation of client-based computer operating systems.
 - Ensured optimal performance and security for Mac and Windows users.
- ✓ Mobile & Smart Device Support
 - Provided technical assistance for mobile and smart devices used by guest users.
 - Ensured seamless connectivity and device functionality.
- ✓ Help Desk & Incident Resolution
 - Responded to and resolved help desk requests efficiently.
 - Upgraded systems and processes to enhance functionality and resolve security issues.
- ✓ Remote Support & Pandemic Response
 - Provided extensive remote support during the lockdown period.
 - Ensured quick issue resolution for VIP users working from home.

🎯 Impact: Ensured uninterrupted IT support for executives, improving system reliability and user experience. 🚀

SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Vendor management

LANGUAGES

- English
- Hindi

Aditya Birla Group

MAY 2019-FEB 2020

VIP Support Engineer - (Globtier Pvt Ltd)

(Promoted from Remote Support Engineer at Mahindra & Mahindra Pvt Ltd due to excellent performance)

Key Responsibilities:

- ✓ Technical Support & Issue Resolution
 - Provided technical support for hardware, software, and system configurations.
- ✓ Mac & Windows Support
 - Delivered priority assistance for executive Mac and Windows users.
- ✓ Mobile & Smart Device Assistance
 - Ensured secure access and connectivity for mobile and smart devices.
- ✓ Data Backup & Security
 - Managed backups and system upgrades for enhanced security.
- ✓ Help Desk & IT Coordination

Resolved IT service requests and aligned support with business needs.

🎯 Impact: Enhanced executive IT experience, boosting efficiency and security. 🚀

Mahindra & Mahindra Pvt Ltd

JULY 2017-MAY 2019

Remote Support Engineer - Globtier Pvt Ltd)

July 2017 - May 2019

(Recognized for outstanding performance and promoted to VIP Support Engineer at Aditya Birla Group)

Key Responsibilities:

- ✓ Remote IT Support & User Assistance
 - Resolved technical issues and supported internal applications remotely.
- ✓ Server Coordination & Critical Case Management
 - Worked with server teams to troubleshoot critical issues.
- ✓ User Account Management
 - Assisted with password resets and vendor application support.
- ✓ Incident Reporting & Audits

Reported system-wide issues and ensured compliance in audits.

🎯 Impact: Ensured smooth IT operations, minimizing disruptions. 🚀

Date

Signature

Thanking you