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| **E-Mail:** nirajcharbhai@gmail.com **Phone**: +91-9423684384  **NEERAJ CHARBHAI**  **IT Operations Management | Business Operations Management | Customer Relationship Management**  *Strengthening business opportunity through strategic planning, enterprise roadmap* *& providing strategic direction on technology/ operational functions; targeting challenging assignments in* ***IT Operations*** *with an organization of repute*  ***Location Preference****: Nagpur* | |
| **Profile Summary**   * **Creative & results-driven leader**, **with 13 years** of experience in spearheading large engagements across **multi-locations and multi-national** geographies in **IT Operations, General Administration, Back-end Office Support and Infrastucture Management** * Proficient in managing a wide spectrum of general administrative activities including **material procurement, vendor development, housekeeping, budgetary control, back-office operations and outsourced annual service contracts** * Expertise at **managing the inventory function**, to curtail **inventory-holding expenses** and adherence to the minimum inventory level to minimize wastage. Responsible for Capex and Opex. * Worked with HR and Recruiting Managers in screening applicants, attending career fairs, facilitating new hire paperwork and training for new employees; ensured on-time completion of joining formalities & on-boarding * Rich exposure in successfully **managing & delivering large scale, multi-site projects**, portfolio of programs with teams of professionals   **Core Competencies**  *~ IT Operations Management ~ Procurement/ Vendor Management ~ Inventory Management ~ Team Management & Training* |  |
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| **Organizational Experience**  **Ashmi Road Carriers Pvt Ltd Nagpur as Manger (till Nov 2020)**  **Role:**   * Responsible for IT Asset Management Procurement, IT Vendor Payment, Deployment of Windows Enviornment, Seqrite Antivirus Console, User Policies, Maintainace of IT Asset management, Support Technical Issues, and Disposal of Old Assets. * Responsible for Remote Support/ Phone Support to End Users for Diagnosis of Various Laptops issues including Hardware and Softwares. * Responsible for User Account Creation. Handeling Seqrite Client and Console. Web User/ Asset Management/ User Management/ Outlook. * Responsible for creating information technology group to transition out old computer hardware and bring in new equipment. * Assembled monthly report of all capital expenditures for management. * Successfully Deployed Windows Enviornment for Various Branch Offices in Chattisgarh for Using IDEA (Integrated Dealer Enterprise Application) Modules of Inventory Asset Management , After Sales Process and SAP (For Eicher Sales and Distribution Module + Material Management Module) * Troubleshoot Softwares with Network Connectivity Problems. * Responsible for ordering, receiving, asset tagging, storing, tracking and deployment of IT equipment. * Responsible for receiving and inspecting all incoming and outgoing IT assets. * Having Good Knowledge of Netowrking and Wireless Networking/ Lan/ Wan. * Assured all assets meet the All Department hardware and software security protocols. * Updated and configured IT assets to the department of state standers. * Deployed and documents final IT assets to end-users. * Created and tailor training programs that are reflective of business processes, key terminology, and the unique end-user tasks in the organization. * Conducted training sessions that include demonstrations, participant interactivity, reinforcement discussions, and hands-on exercises.   **Highlights:**   * Spearheaded business systems development, system implementation & installation of accounting systems * Led implementation of complete IT policies including email & internet, import management system including stock control * Directed the implementation of complete manufacturing process from bill of material, production planning, material control, machine productivity & costing * Expanded business directives from resellers to enterprise solution provider, software & networking solution provider * Successfully managed individual product costing across the range of products   **Tools Hands On Expirience**:-   1. IDEA. (Intergrated Dealer Enteprise Application. 2. Google Suit. 3. Attendance System. 4. Seqrite Enterprise Solution (Client and Console) 5. Tally ERP. 6. GSuite. 7. MS- Office, Outlook, Google Sheets.   **Previous Experience**  **2012- 2019 - SVP Mining Technologies Pvt. Ltd.,**  **2009 – 2011 Svenska Technologies Pvt. Ltd., Nagpur as Office Executive**  **2006 – 2009: The Times of India, Nagpur as Response Executive**  **Education**   * B.Com. from Nagpur University in 2003   **Other Courses:**   * Diploma in Network + * Diploma in Applications & Programming * ITIL 4 Foundation * Lean Management * Agile   **Technical Skills**   |  |  |  | | --- | --- | --- | | * **Software** * **SAP** | Microsoft Excel / Microsoft Project / Microsoft Word / Mail / Windows 10  Front End Operations only. | | |  | |   **Personal Details**  **Date of Birth:** 10th February 1980 | **Languages Known:** English, Hindi and Marathi  **Address:** C-207, Sahayog NIT Housing Society, Trimurti Nagar, Nagpur |  |