

KIRITKUMAR DAMODAR

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Business Background

- Involved in trading of equity stocks through an online trading firm, Interactive Investors, with strategy of investing in medium term growth companies in technology, oil and Retail sectors. Due diligence on firms is carried out through analysis of financial statements, Financial Times and current political news.
- Exploited the opportunity of generating revenue through online advertisement. Google AdSense was utilised in conjunction with creation of free blogs to create a business model. Numerous blogs on various subjects such as technology news and music video blog were created to maximise the market. The idea was relatively successful in generating a steady stream of revenue.
- Previously started a small online business of selling technology goods and car parts where the products were shipped from Asia to be sold in UK. The products included mobile phones, flash drives and car accessories. Small batches were ordered for quality assurance purpose. The pilot scheme was only successful for a short period time due to a rapidly moving market.

Higher Education and Achievements

2005 - 2008

University of Hertfordshire (Hatfield, UK)

1st Year Computer Science (BSc Hons) – Grade A

2nd - 3rd Year Computers and Network Technology (BSc Hons) – 2:2

Relevant Modules:

Distributed Systems and Network Management: Studied methods of distributed network management system, which provides a means to manage communication network for distributed systems and network security.

Operating Systems: Learned different types of operating systems and its functionality and its methods of delivering services to end-user clients.

Biometrics and Security: Project includes programming more secure model of fingerprint and face recognition system, to improve its efficiency and state its benefits.

Digital Business: Lead a group of team to create online web based project, which includes programming, communication to server, structure and design.

Advanced Multimedia System Integration Project: Researched and studied on integration of digital video and audio capabilities in computer systems using various multimedia applications to work on project, which provides its end-user easy way to interact and communicate with its clients.

Software System Development: Further studied on systems development life cycle (SDLC) in Information systems and implemented on various projects.

Projects:

Final Year Project:

Undertaken a project to develop an application for Network Security Monitor tool to communicate with two or more computerised systems to monitor flow of network data using C sharp programming language.

Group Project:

Lead a team of four undergraduates to successfully design, create and test a website for car sales company by effective planning and organisation. Created a Gantt chart for the team to follow and use, in measuring progress of specific tasks.

Literature Research:

Collected data from multiple sources in a concise document describing analysis and performance of types of security over networks and web based system.

2004 - 2005

Copland Community School (London, UK): AVCE-Level

Information and Communication Technology (C/D), General Studies (B)

2000 – 2004

Copland Community School (London, UK): 5 G.C.S.E (Grade A-C), **GNVQ Intermediate-Level** Information and Communication Technology (Grade Merit)

Employment History

Nov2018 – Present Boehringer Ingelheim Ltd. (Bracknell, UK)
IT Infrastructure Services Support

Responsibilities:

- Responsible for troubleshooting, managing, maintaining, monitoring, install and configure company's IT hardware and application systems.
- Deploy and upgrade windows OS systems for multiple users throughout multiple site locations.
- Manage company's work queue and prioritize IT incidents accordingly.
- Assist company's users remotely, onsite or over the phone to resolve IT related incidents.
- Configure routers, switches, and wireless devices, and firewall.
- Configure and deploy new PC hardware and mobile devices to users.
- Collaborate with IT technical team to work towards ongoing IT projects throughout multiple company's site location.
- Work with company's third party supplier to escalate, manage, maintain and improve company's IT infrastructure.
- Manage windows server and assist with troubleshooting Microsoft and company's core applications packages.

Mar2014 – Nov2018 Stefanini UK Ltd. (Ford Motor/Credit Company.) (Essex, UK)
IT Systems Analyst

Responsibilities:

- Responsible for troubleshooting, managing, maintaining, monitoring, install and configure system networks, data encryption systems, and IT infrastructure; (PC, Laptops, Windows Servers, Storage, Printers, etc.) using ITSM console and deploy company software packages via SCCM console.
- Deploy, monitor, configure and patch firm's applications system.
- Configure routers, switches, firewall and deploy wireless devices.
- Resolve customer related technical queries remotely or in person.
- Manage, create and update user records and folder access using AD.
- Assisted with Cisco VOIP telephony renewal/launch within Ford.
- Lead and assisted with company IT infrastructure and data migration move.
- Collaborate with IT technical team and work individually to escalate and resolve technical incidents across UK and Europe to meet client's SLA.
- Work with company's third party supplier/vendors to escalate, manage, maintain and improve company IT infrastructure.
- Lead and assisted with deployment of new hardware and software rollouts project throughout multiple Ford locations for multiple clients including MAC PC's, iPhones and Tablets.

Nov2006 – Mar2014 Marks and Spencer Plc. (Hatfield, UK)
Customer Advisor

Skills

Personal Skills:

- Able to communicate when in large teams at all levels as well as influencing individuals when required.
- Excellent Presentation, Reporting and Organisational skills.
- Ability to lead and co-ordinate team to complete project or work task.
- Ability to work individually to resolve issue faced by the customer remotely or in person in professional mannerism.

I.T Skills:

- Competent with Mat-lab, MS Office (2016), Office 365, Skype for Business, MS Exchange 07-16, SharePoint 2013, Virtualization, VMware, Citrix, Active directory, Group policy, RSA, Bit-locker, Remote working, VOIP & Legacy Telephony, AV, WebEx, SCCM 2012, ITSMs, TSM.
- Programming languages: C#, Java. Web technologies: HTML, JavaScript and HTTP.
- Platform worked on Apple Mac OS X, LINUX, Windows OS 10//8.1/7/Vista/XP and Windows server 2003/2008/2012/2012 R2.
- Good experience of DNS, DHCP, Network Security and LAN/WAN/VPN technologies.
- Good experience of Enterprise infrastructure (Desktop, Laptops, Servers, Networks).
- Experience in supporting and managing mobiles and tablets devices for Android OS, Windows OS and Apple iOS.
- Experience in backups, archive and recovery of data and files, NAS and SAN servers.
- Strong Enterprise knowledge and experience of ITIL process.
- Strong knowledge and experience of MCSE and CompTIA (on-course for certification).

Full UK Driving Licence.

Additional Languages: English, Hindi, Gujarati and Portuguese.

References

References: can be obtained upon request.