**MR VIVEK HIRANI**Vivek.Hirani@Hotmail.com & 07951796947

**PROFILE:**

I am an friendly and ambitious IT professional with over 9 year’s practical experience within investment banking, with a can-do attitude and going the extra mile to achieve customer satisfaction. Technically broad-minded with extensive practical experiences resolving problems and multi-tasking while under pressure. Capable of managing incidents and projects till completion as well as supervising colleagues to ensure business goals are accomplished promptly. Excellent communicator that can relate well with people at all levels, helpful technology specialist and a valued team member.

**CORE SKILLS EXPERTISE:**

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| * VIP/2nd line Desktop, Trade Floor, VDI, LAN Network Support Engineer * Windows 7/10, Hardware and Network Migration Engineer * AV, Building and Desk Move Hardware Engineer * Infrastructure, Incident Management Analyst * Purchasing, Auditing, Asset Management * Excellent written and oral communications skills * Troubleshooting and problem-solving abilities * Practiced within an ITIL environment * Hardware Repair Specialist | * Microsoft Server 2016, 2012, 2008 R2, 2003 * Microsoft Windows Pro: 10, 8.1, 8, 7, Vista, XP * Microsoft Office: 365, 2013, 2010, 2007, Visio * Citrix, Director, VMware, VSphere * Active Directory, Domain Controllers * Linux and Unix (Solaris) * Cisco and Juniper LAN WAN Network Devices * Service Now and various other Ticketing System * RSA, CyberArk and PrivateArk Administrator * Network Monitoring tool: Rivermuse, SevOne, Splunk * Apple MAC, iOS, Android, IBM/Lenovo, HP, DELL, Sony. ASUS Rebulic of Gamers and NVidia |

**QUALIFICATION:**

Microsoft MCP & MSCA Windows 7: Configuring 70-680, National BTEC Diploma in 3D Design & GCSE’s in Maths, English, Science, I.T, Art & Design, Design & Technology.   
Compliance trained in cybersecurity, Financial crimes, Market Conduct, Compliance, and Technology policies.

**EXPERIENCE**

* *Client*: **Royal Bank of Canada Wealth Management***:**April 2019 to On-Going(Contract)  
  Job Title*: **Windows 10 UAT Migration Engineer** (Bank, London)

*Job Description:*

* VIP/2nd Line desktop support and hardware engineer.
* Delivered white-glove support to back-office and VIP users throughout the Windows 10 UAT testing and post-migration process.
* Collaborated with Senior and Business Management, Project Managers, Deployment Engineers and PA’s.
* Migrated over 700 Windows 7 hosts to Windows 10 SFF desktops, laptops/tablets, Citrix XenDesktop and XenApp hosts.
* Scheduled application jobs and Windows 10 installations to physical and VDI host via SCCM.
* Executed optimization scripts, USMT & manual profile migrations.
* Monitoring VDI host performances and troubleshooting users Citrix hosts via Citrix Director.
* Managed and resolved escalated Windows 10 migration incidents.
* Completed out of hours migration, building machines for UAT, logging aseet via floor walking.
* *Client*: **Nomura International PLC***:**September 2015 to March 2019 (Contract)  
  Job Title*: **Senior Technical Operations Analyst** & **Incident Management Analyst** (Bank, London)

*Job Description:*

* Authenticating CyberArk access requests, auditing, and distributed credentials via approved processes.
* Monitoring and diagnosing global infrastructure alerts via Rivermuse and escalating incidents to appropriate parties.
* Managed Windows/Unix/Linux servers and Cisco, Juniper network devices for system and services alerts.
* Observed network disruption via Rivermuse and SevOne monitoring tool. Raised cases with global vendors and retrieved RCA.
* Escalated high-level incidents and issues via Everbridge and Bing in-house escalation tools.
* Managed high severity incident, ensuring quick and correct assessment is reported and escalated to the specific application and support teams, monitoring communication bridges and providing further assistance if required.
* Providing prompt progress updates to the appropriate parties until the root cause is identified and incident closure.
* Resolved change tasks, ad-hoc requests, and passed company compliance training courses.
* Created and improved system alert support procedures and team run books within the global knowledge base.
* Improved disaster recovery scenarios (Japan earthquake & DDOS attack) to ensure correct parties notified promptly, gaining confirmation of business impact from local teams, and managing incident till closure.
* London DR site tester, training to new employees and work experience placements.
* *Client*: **Nomura International PLC***: August 2015 to September 2015 (Contract)*

*Job Title:* **VIP Support** (Bank, London)

*Job Description:*

* On-site VIP IT Support for Nomura’s International graduate's programme within an external training facility.
* Managed 150 graduates and resolved their IT issue during the training programme.
* Performed daily checks and resolved application, domain profile, RSA access and network connectivity issues.
* Configured laptops and desktops for the programme, audited project hardware, and managed installation and removal of all IT equipment as well as coordinating with training facility managers.
* *Client*: **Nomura International PLC**: *October 2014 to April 2015 (Contract)   
  Job Title*: **Windows 7 Migration Engineer** & **Technical Support** (Bank, London)*Job Description*:
* Successfully migrated Trade Floor, Risk, Finance, Operations, HR sectors, and executive committee to Windows 7.
* Audited user’s applications, verifying/testing compatibility, scheduled migration via SCCM.
* Resolved users windows profile issues, operating system, and application problems. Remapping network devices and shares.
* Provided users introduction to Windows 7 operating system and a smooth transition to the new operating system.
* Rebuilt HP desktops and Lenovo laptops hot swaps for any hardware failures.
* Auditing project hardware and coordinated moves and changes.
* *Employer*: **Temenos Group**: *March 2014 to October 2014 (Full-time)*

*Job Title:* **2nd**/**3rd Line Desktop Support** (Fenchurch Street, London)

*Job Description:*

* On-site IT support troubleshooting application, IT hardware, Xerox printers, networking devices, and AV system issues.
* Supported over 250 users from VIP guests, senior management, corporate users and developers.
* Created and managed user, machine profiles on Active Directory as well as applying group policies.
* Configured Dell laptop specific to the user’s business role. Supporting Apple, Android, Windows mobile devices.
* Purchased IT equipment from external vendors and created office IT asset database.
* Assisted the global team with Office 365 migration and supporting end users.
* Resolved Microsoft MBAM Bit-Locker issues and recovering encrypted data.
* Created and improved the global teams run books and Office 365 support documentation.
* Delivered IT induction to all new employees and ensured employee assets are recovered prior to departure.
* *Employer*: **Bell Microsystems (Managed Services)**: *May 2013 to March 2014 (Full-time)*

*Client:* **Citi Group** (Canary Wharf, London)

*Job Title:* **2nd Line Support** & **VIP Support**

*Job Description:*

* Provided desk-side VIP support to the corporate private banking environments and executive committees.
* Managed and supported Citi’s disaster recovery site, data centers, and Citi Bank high street London branches.
* Managed user and machines on Active Directory and migrating user’s XP and Vista machines to Windows 7.
* Diagnosed and resolved any application, encryption and hardware issues. Deploying applications and OS builds via SCCM.
* Supported Citi’s technology fairs, training programmes resolved any IT issues during the events.
* Completed ad-hoc tasks, taking leadership of projects till to completion and supervised colleagues.
* *Employer*: **2e2/Morse (Managed Services)**: *February 2011 to February 2013 (Full-time)*

*Clients:* **Citi Group** (1year), **Nomura International** **PLC** (6months**), o2 & McDonalds 3G/Wi-Fi Project** (6months)

*Job Title:* **Private Banking & Trade Floor Support, 2nd Line Desktop Support, Network Field Engineer** (United Kingdom)

*Job Description:*

* **Citi Group:** Install moves and changes engineer and 2nd Line support for the corporate division.
* **Nomura:** Providing 2nd line desk-side support to trading floors, corporate division, and executive members.
* Diagnosed and resolved any operating system, application, encryption, and hardware issues and completed ad-hoc tasks.
* Managed Citi’s & Nomura’s training programmes and resolved any technical issues during the events.
* Active Directory, SCCM, RSA Secure ID administrator, Blackberry administrator, and mobile technical support.
* Coordinating Install moves and changes.
* **Field engineer:** Migrated McDonald's restaurants existing networks to o2’s network. Installing Cisco ADSL and3G routers, access points, and switches within 9u cabinet in a live environment. Resolving network and restaurant equipment issues after ADSL and 3G switchover. Created detailed site documentation for 110 restaurants: floor plan, hardware details, data traffic speeds, and Wi-Fi strength results.
* *Employer:* **Nomura** **International** **PLC**: *July 2010 to August 2010 (Free Resource)*

*Job Title:* **2nd Line Desktop Support** (Canary Wharf & Bank, London)

*Job Description:*

* 2nd line support for Nomura’s Trade floor, Equities, Research sectors, and senior management.
* Supported Nomura’s office relocation project from Canary Wharf to Bank.
* Replaced hardware and resolved OS, user profile, Excel, Bloomberg, and Reuter’s application issues.
* Built laptops and deployed application via SCCM. Blackberry administrator and support
* Assisted Research divisions with an in-house application rollout project.
* Shadowed 2nd/3rd Desktop supports team members.
* *Employer:* **Princes Electronics** - November 2010 – November 2013 (Part-time)

*Job Title:* **Sales advisor & Hardware technician** (Kingsbury, London)

*Job Description:*

* Sales, managed shop operations, merchandising and technical support.
* Diagnosed and repaired laptops, desktops, iPads, iPhones, games consoles, network devices for customers and business.
* Conversed with traders, sales representatives, and technical support engineers.
* Built Microsoft domain controller, Active Directory forest, arranged daily backups and managed company web domains.
* Installed network cabinet all networking equipment, terminating network (core cat6), power, coaxial and AV cables.
* Installed CCTV systems within the company premises and configured Port forwarding and DDNS for remote viewing.
* Skilled in transferring media to digital format, sound engineering, and media editing technician.