**Om Joshi**

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A passionate Senior Engineer, with over ten years of experience designing, implementing and maintaining complex computer networks, servers and systems. I have demonstrated ability to lead, motivate and influence cross-functional teams to facilitate delivery of projects in line with timelines, costs, scope and budgets. In addition, I have developed a distinctive collaborative approach to successful IT transformation, engaging with key business stakeholders, clients, vendors & 3rd parties and delivering “fit for use” solutions and operational processes.

**Work Experience**

**Senior Engineer (Manager) - Tungsten Network - January 2018 – Current**

* Managing and leading the global Internal Systems Team.
* Reporting to Head of IT.
* Building, utilizing and motivating teams to resolve complex technical problems and improve processes.
* Responsible for maintaining staffing levels, development and evaluations of the team including recruitment.
* Excellent customer service and high quality of technical support.
* Ensuring adherence to GDPR and Cyber Essential environment.
* Pro-actively planning for the demands of technical projects and business.
* Managing the design, development, integration, testing and implementation of new projects.
* Lead migration project of on-perm telephony contact centre (ShoreTel) to Cloud based contact centre (NewVoiceMedia)
* Support and manage hybrid Office 365 Infrastructure, promoting its use globally to maximise collaboration.
* Experience in office 365 products (Office 2016, OneNote, OneDrive, and Exchange Online) and migrating to office 365 services.
* Experienced with Active Directory, Group Policies and SharePoint site administrations.
* Create user manual and documentation for the IT department and global business.
* Good knowledge of Azure and AWS environments.
* Manage Service Cloud ticketing platform and actively promote usage with daily reviews and reports.
* Preparing and presenting SLA and OLA reports of Global IT team
* Working towards improvement of backup strategy and implementation of disaster recovery requirements.
* Promote Security of our IT Infrastructure using tools like Cylance AI, Kaspersky, Wombat, and Mimecast maintaining lifecycle.
* Managed projects like windows10 migration from windows7, Network migration to SDWAN from MPLS, and VOIP telephony.
* Played a key role in the implantation of PCI-DSS complaint Internal & Production environment.
* Responsible for providing advice and input into any disputes for ISO9001 and ISAE3402 audits and queries.
* Interacting with other multiple professionals and departments on various project requirements.
* Manage IT budgets and expenditure on hardware and software needs and achieved achieving cost savings of 20%.
* Overseeing all purchases and third-party contracts with procurement team where necessary.
* Managing Microsoft Surface Hubs deployment and promoting global collaborative way of working in real time.
* Responsible for vendor reviews, negotiations, third party contracts and service agreements and SLAs.

**System Administrator - Tungsten Network - January 2017 – January 2018**

* Acted as the first line of defence against IT related issues and ensure users can work free from problems.
* Managed end-user requests via ticketing-based helpdesk to resolve any IT related issues (i.e. Office 365, Active Directory, VOIP telephony, etc.)
* Experience of supporting Windows & Mac OS platforms.

Responsible for Hardware support and procurement in accordance with standards and project/operational requirements.

* Installed new / rebuilt existing desktop and laptop computers for on boarding starters through SCCM.
* Built new and maintained existing server infrastructure in accordance with operational procedures
* Performed daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs.
* Experience of corporate networking environments and knowledge of networking especially DNS, DHCP, IPSEC VPNs and troubleshooting with third party vendor.
* Responsible for backups and hands on support to the global team.
* Maintained lifecycle of both user accounts and user hardware.
* Performed ongoing performance tuning, hardware upgrades, and resource optimization as required
* Maintaining VMware infrastructure.

**Senior Service Desk Engineer - Cabinet Office - November 2015 to December 2016**

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* Leading a team of 4 members and providing technical support to colleagues within 4000 users under ITIL methodology
* Liaison with Infrastructure & EUC teams and VOIP supplier.
* Deployed Mac, Windows and Android platform in the assigned region, including end-user desktops/laptops, AV hardware and mobile devices.
* First point of contact for Cisco Telephony support and working with the voice provider.
* Migration of managed VOIP services from existing supplier to new supplier and keeping maintenance control internal.
* Supporting users on both Windows and Mac Platform
* Perform general AD maintenance i.e. Starters, Leavers & Change processes.
* Providing remote desktop support to users using SCCM, Casper Remote and TeamViewer where required.
* Providing support on VPN, 2FA, using Palo-Alto Global Protect and Duo Mobile respectively to the users and colleagues.
* Providing mobile device support to the users by rebuilding and using Air watch & working with various network providers.
* Responsible for installing applications using SCCM and Casper Remote as requested by the Users.
* Responsible for documenting service desk processes and training colleagues.
* Provide handholding & support to Techbar colleagues where required for user walk-in queries.
* Point of contact to respond to major incidents, working with third parties and colleagues to investigate, analyse and resolve issues and service interruptions and to resume normal service as soon as possible.

**IT Support Engineer (1st & 2nd Level) - Giesecke & Devrient - December 2013 to November 2015**

* **-**Responsible for providing 1st and 2nd level support to users using helpdesk/IS environment within SLA's and using ITIL methodology, where required escalating to 2nd and 3rd level, keeping track until resolution with the ownership.
* Making sure that all the incidents are logged and recorded with consistent information using JIRA.
* Played key role in maintaining PCI-DSS compliance being payment card manufacturer for major banks.
* Responsible for Installing, configuring and monitoring production environment servers (both physical and virtual)
* Installation, configuration & support of PC Operating Systems, applications & in-house written software.
* Managing backups & restore of server, desktops and production machines using Acronis.
* Providing remote desktop support to users.
* Managing Sophos Endpoint Protection.
* Applying patches, updates, service packs via Windows Software Update Service.
* Providing on-call support to production environment and making sure smooth production of smart card personalisation.
* Responsible for assisting to project managers and leading projects.
* Involved in creation of documentation, user guides and procedures & keep them updated.
* Taking part in CAB meeting as and when required
* Providing support to starters and leaver accounts.
* Liaising with vendors and other subsidiaries to ensure continuity of service.

**IT Administrator - Alka Financial Services Ltd -- March 2009 to 2013**

* Providing end user support to external clients' and internal users using helpdesk/IS environment within SLA's & part of on-call support team.
* Successfully carried out upgrade from Windows 2003 to 2008 server.
* Responsible for managing and troubleshooting exchange server 2007, Blackberry Enterprise Server Express edition and hosted domains and mailboxes.
* Configured Exchange 2010 for client and worked on Bring Your Own Device Policy (BYOD) using ActiveSync.
* Implemented TrendMicro Hosted E-mail Security & Symantec Antispam with exchange server.
* Applying patches, updates, service packs via Windows Software Update Service.
* Implemented Panasonic soft phones & user training.
* Experienced in imaging software like Acronis and Norton Ghost. .
* Asset Management / Inventory control, Vendor selection/relations.
* Manage the purchasing of all software, hardware and other IT supplies.
* Liaison with vendors like HP, Dell, Netgear, Virgin Media, Panasonic, Ricoh MFD for business continuity.
* Responsible for implementation document management systems, and overseeing migration from paper-based processes, thus saving 30% of stationary related costs.
* Implemented backup and disaster recovery strategies and data security protocols.

**Certifications**

* **VMware** - vSphere 6 Foundations April2017
* **MCSA** – Windows server 2012 - March 2017 to present

(CERTIFICATION ID: 11887501)

* **ITIL Foundation v3 Certificate** - October 2013 to Present

(Change Management, Infrastructure Library, Support, Problem, Issue escalation and management)

* Certificate in Computer Networking in Computer Support & Networking at University of Westminster --
* 2008

**Education**

* **SCCM** – Training in Software Centre Configuration Manager at QA – London - 2018
* **MCITP** - Training in Microsoft Certified IT Professional
* **Diploma in Purchase & Supply** - CIPS - 2009
* Masters in E-Business(IT & Management) at S.P. University -
* 2005 (India)
* Bachelor of Computer Applications in Computer Applications at South Gujarat University -

2003 (India)