

# Deepak Kumar Giri

An efficient, organized professional able to work in fast moving, demanding work environments under high pressure. An understanding listener and good communicator, a team player who can fit into any team but can also work alone with self-initiative

## EMPLOYMENT

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2013 - Present

### ASSOCIATE TEAM LEAD – IT INFRASTRUCTURE – NIIT Ltd

- + Implementation / Management of Windows operating system: Windows 7, 8, 8.1, 10, Server 2008 & Server 2012.
- + Managing and administering office 365 users.
- + Managing users with Microsoft Lync Server 2010 Control Panel and resolving day to day Lync issues.
- + Circulating all the official communications on behalf of top management and founders of NIIT.
- + Practicing account management (Active Directory).
- + Maintaining Core Network Security for PAN India – Antivirus (McAfee ePolicy Orchestrator), Service Packs & Security Patches Update (Patch Management –WSUS).
- + Preparing & Publishing monthly compliance reports to senior management for NIIT.
- + Performing Recipient Management Role in exchange server 2013.
- + Troubleshooting issues like VPN Connections, Replication, and Account Lockout. Group policy, DFS etc.
- + Monitoring SLA for helpdesk services across India.
- + Attending escalated calls at Head Office and regional offices, providing L1, L2 support.
- + Practicing preventive maintenance to prevent failures.
- + Supporting and troubleshooting of customer facing issues related to system, application and network infrastructure.
- + Monitoring of server condition and status every day.
- + Planning and implementation of alert and escalation process in the event of server malfunction.
- + Update and maintenance of hardware inventory as per company policy.
- + Ensuring updates and patches are regularly installed.
- + Managing Helpdesk Services assuring all level of support to users on time.
- + Implementing and managing Windows Deployment Server to deploy windows client operating systems in multiple clients at a time.

**Clients:** Shell, Nokia, ALU, GSK, Red Hat, Statoil, Dell, Salesforce, SAP, ILS Call Center

2011 - 2013

**TEAM MEMBER- US PAYROLL FOR ALCOA – AON HEWITT**

- + Balancing and preparing general ledger entries.
- + Balancing and controlling earnings and deduction totals.
- + Balancing and Reconciling of many kinds of reconciliation of earning and deductions.
- + Inspecting automated system output such as standard reports.
- + Determining and correcting out-of-balance entries.
- + Preparing and sending daily tax reports.
- + Working on Stop Cheque Payments & Funds calls in through banking process.
- + Running & processing daily Banking reports.
- + Sending the cheques and deposits to employees account or home.
- + Responsible for Coaching and Training of new hires in Post Team.
- + Maintaining SOP (Standard operating procedure) process documents.
- + Performing a wide variety of record keeping and payroll processing activities including computing wage and overtime payments, calculating and recording payroll deductions
- + Preparing and sending reports to Third Party.

**EDUCATION**

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2014 – Present

**MCA** - SMU

2007– 2010

**BACHELOR OF COMMERCE** – Delhi University

2008 – 2011

**GNIIT** – NIIT

**AWARDS**

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2016

**NIIT LTD** ACE Team of the Quarter

2012

**AON HEWITT** GOLD Award

2012

**AON HEWITT** MERCURI Award