

Gurleen Dhiman

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Profile:

Experienced IT Manager with vast IT experience. With 10+ years of experience in the IT industry, I have acquired a tremendous amount of hands-on and technical project management knowledge. A dynamic, team-spirited, and performance-driven professional, having valuable experience in the IT Field. ITIL V3 & Microsoft Certified Professional. Skills include computer networking, analytical thinking and creative problem solving. Able to apply customer service concepts to IT to improve user experience for clients, employees, and administration.

Technical Skills

- Microsoft Server and client installation, configurations & troubleshooting
- Configuration Setup Active Directory GPO's, DNS, DHCP, Domain & Trust, AD Federation, Print Server
- Macintosh OS Installation & troubleshooting
- Hardware & Networking Setup: Server Mount and Configuration, Wired & Wireless network
- Switches setup and configuration: HP Aruba, Dell, Cisco
- Help Desk Support: Manage Engine, ConnectWise, Autotask, Basecamp Labtech, HP Open View
- Firewalls & Switches: Fortinet, Cisco, SonicWall, Untangle
- Antivirus: ESET, Symantec, McAfee, Bit Defender, Sophos
- Email Management: Microsoft Exchange, Office 365, G-Suite
- CompTIA A+, CompTIA N+ (TCP/IP, DNS, DHCP etc.,) CCNA foundation
- Microsoft Azure, Amazon Web Services,
- HP OpenView, LabTech, ConnectWise (Monitoring Tools).
- Veeam Backup, Symantec Backup EMC Storage, Datto Siris & Alto (Cloud backup solution)

Work Experience

Information Tech Manager

Feb 2016 – April 2020

Unicus Technologies • Dubai, United Arab Emirates

Tasks/Achievements

- WAN/SD-WAN networking experience and site to site connections using Meraki and Cisco Routers, Switching, and Security.
- Responsible for recommending and assessing new technology support purchases including, but not limited to, desktops, laptops, monitors, TVs, conference room systems and printers.
- Experience managing virtualized infrastructures (VMWare, Microsoft Hyper-V, VMWare, Veeam, ESX, SAN).
- Assist in the planning and implementation of major modifications to the Company's infrastructure.
- In-depth understanding of Active Directory Infrastructure, DNS, DHCP, Clustering services, Windows Security, deployment services, DFS and other Microsoft Infrastructure services.
- Experience managing a variety of cloud-based technologies, including Office 365, GSuite, Azure & AWS.

Manager – IT Services

Feb 2015 - Jan 2016

Analytix Business Solutions (India) Pvt. Ltd. • Ahmedabad, India

Tasks/Achievements

- Monitors and manages service operations and service delivery as per agreed SLA of 98.99%.
- Periodic review (Monthly) with clients on the Highlights, Lowlights, Short gaps and Improvement.
- Provide ITIL / Soft skill training to the team members & Handle client escalations, analyze the issues and provide permanent resolution.
- Develop policies & procedures on Service Desk, Incident & Problem Management & Change Management.
- Work Service Requests as assigned according to the company workflow procedures.
- Review and manage the Service Request backlog as needed to ensure all service requests are correctly prioritized.
- Check with each technician at the end of the day and note all issues requiring priority attention.

Associate Specialist - Systems

Jul 2014 - Feb 2015

Roquette Riddhi Siddhi Pvt. Ltd., • Ahmedabad, India

Tasks/Achievements

- Monitor, identify, troubleshoot, and implement corrective action for system alerts and warnings related to the solutions of the Enterprise Resource Planning.
- Supports organizational policies and senior management through analysis and constructive suggestions.
- Performs additional duties and tasks as required by the Manager of the Operations Control Center operated 24/7.
- Maintain and update department documentation.
- Training on new processes and deployment

Sr. System Administrator

Feb 2011 - Jul 2014

Analytix Business Solutions (India) Pvt. Ltd. • Ahmedabad, India

Tasks/Achievements

- Analyzing system logs and identifying potential issues with computer systems.
- Introducing and integrating new technologies into existing data center environments.
- Performing routine audits of systems and software. Backups, Configuring and monitoring Firewalls and Routers.
- Maintain Exchange servers, Active Directory, and group policy.
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades.
- Delivered on-site IT and technical support for 200 users.

EDUCATION**ACHNP (Advance diploma in hardware and networking professional)**

Sep 2009 - Apr 2011

IIHT (Indian Institute of Hardware Technology) • Ahmedabad, India

Bachelor of Commerce

Jun 2001 - Apr 2004

The Maharaja Sayajirao University • Vadodara, India

PROFESSIONAL CREDENTIALS

Akamai Bot Manager Foundation (01/2018 – Present)

ITIL® Foundation Certificate in IT Service Management (03/2015 – Present)

MCITP - Microsoft Certified IT Professional (11/2012 – Present)

MCTS - Microsoft Certified Technology Specialist (Exchange 2010) (03/2012 – Present)