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)