**DEEPAK PARASHAR**

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**CERTIFIED Quality Management Program from NIIT**

Operation Management – IT Service Management – Quality Control – Client Relationship Management

**Profile SUMMARY:**

* **A Tech** with **15 Years** of Experience in Manufacturing and IT Service Industries.Process Transition Operation Management   
  Problem Analysis & Resolution Cost Reduction  
  Client Relationship Management Team Management
* Proficient in Operations Management with accountability with customer satisfaction, Costing and pricing of services, Process Compliance and Quality
* Expertise in Service implement and deployment.
* Skilled in assessing requirements of technology, Infrastructure, creating high level solution design, Identifying Project Risk.
* Efficient Organizer, Motivator, Team Player and Ability to motivate teams to excel and win
* Technical advice and customers actual need management.

**HIGHLIGHT:**

* Company Network Management.
* New Company IT Requirement and process Management.
* Improve Engineer / Employee Efficiency and production
* IT Security Operation Management.

**EXPERIENCE:**

**VISHWADEEP TECHNOLOGY Mumbai** From Oct 2013 to Till Date

OPERATION MANAGER

**Role:**

* Lead Supervisor Team / Sr. Team Tech System Engineer.
* Tech Support field Engineer Manage.
* Server Management.
* Daily basis Escalation Resolution.
* Manage field Sales Team / Business Development Teams
* Customer IT Requirement full Fill.
* On Site Engineer Management.
* Deploy Daily basis Engineer to SMB / SME Client Requirement.
* Interview and Recruit New Back Office Staff and Engineer.
* Back Office Work Management.
* Performing routine audits from Clients, Systems and Software.
* Manage Backup and Restoration for Clients.
* Sales Management.
* Stock Management for Computer and CCTV Surveillance.
* Meeting with Clients for requirement.
* Update upcoming New technology to Employee / Engineer and Clients.
* Team Leads:
  1. Sales Manager and Customer Relationship Manager.
  2. Business Development Manager.
  3. Marketing Manager.
  4. Tech Support / Sr. Tech Support.
  5. Part Time / Trainee Tech Engineer
  6. Product Manager.
* Licensing Management i.e.: Microsoft, Adobe, Autodesk etc.
* Vendor Management.

**PREVIOUS EXPERIENCE:**

**SAY INDIA JEWELLERS PVT. LTD. Mumbai** From Apr 2007 to Nov 2010

IT MANAGER

**Role:**

* Associate with EDP department and documentation.
* Communicate with Tech Team from EFFISSION.
* Full fill requirement for EFFISSION Employee
* Server Management.
* Daily basis Escalation Resolution.
* Manage Mail Server / Data Server
* Data Security Management.
* Answer technical queries from Management side as well as Users.
* Analyzing [system logs](http://en.wikipedia.org/wiki/Computer_data_logging) and identifying potential issues with computer systems.
* Introducing and integrating new technologies into existing [data center](http://en.wikipedia.org/wiki/Data_center) environments
* Manage [operating system](http://en.wikipedia.org/wiki/Operating_system) updates, patches, and configuration changes.
* Department wise Data Follow Security.
* Deploy Daily basis Engineer to SMB / SME Client Requirement.
* Back Office Work Management.
* Performing routine audits from Systems and Software.
* Data Backup Management.
* Ensuring that the network infrastructure is up and running
* Applying [operating system](http://en.wikipedia.org/wiki/Operating_system) updates, patches, and configuration changes.
* Licensing Management i.e.: Microsoft, Adobe, Autodesk, Jewel cad, Corel etc.

**RIDHAM SYNTHETICS PVT. LTD. Mumbai** From May 2004 to March 2007

NETWORK AND SYSTEM ADMINISTRATOR

**Role:**

* Managing the Current software development with **Logistix**
* Communicating technical requirement to **Logitix.**
* Managing Database SQL Server2000.
* Maintenance & Troubleshoot of LAN and WAN.
* Server administration, Installation. 2003
* Manage Mail Server
* Implementing online documentation system.
* Associating with EDP department & documentation department for   
  trouble shooting & Smooth functioning of System.
* And all type of Technical computer related work

**KEY SKILL:**

* Operations Manager.
* Service Operations Management.
* Operations Management.
* Team Operations.
* Vendor Management.
* SLA Management.
* Escalation Management.
* Service Delivery Management.
* Transition Management.

**Tech SKILL:**

* **PROGRAMING**:   
  C++, C#, Asp.Net, C#.Net, WPF, ADO.Net, Xml, HTML
* **REPORTING:**Crystal Report 8.5,9,11
* **DATABASE:**  
  SQL Server 2000/2005/2008/2012 / 2017
* **OFFICE TOOLS:**MS Word, MS PowerPoint, MS-excel, MS Outlook
* **OPERATING SYSTEM:**Windows 98/2000/Xp Professional / Vista / Windows7/8/10 / Unix / Linux
* **SERVER:**Widows Server 2000 / 2003 / 2008 / 2012 / 2016

### Educational Qualification:

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| --- | --- | --- |
| **Course** | **Institute / University** | **Year** |
| I.Sc | Jamunilal College (Bihar Education Council PATNA) | 2000 |
| SSC ( 10th Std) | Town High School (hajipur Bihar)  Bihar Examination Board PATNA | 1998 |

### Professional Courses Conducted

|  |  |  |
| --- | --- | --- |
| MCSE | IIHT (Dadar Mumbai) | 2007 |
| CCNA | GATES (Dadar Mumbai) | 2006 |
| Q.M.P | NIIT Hajipur Bihar | 2002 |
| HNC Diploma | NIIT Hajipur Bihar | 2001 |

### Personal Details:

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| --- | --- |
| **Date of Birth** | 17 Jul, 1982 |
| **Marital Status** | Married |
| **Languages Knows** | English, Hindi, Marathi, Maithili |
| **Address** | B-305, Madhuvan CHS Ltd., Shimpoli Gorai Rd., Chikuwadi, Borivali(W) Mum-400 092 |
| **Hobbies and interests** | Watching News, Listing Music, Play Cricket |

(Deepak L. Parashar)