

Divyangkumar D Mori

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RESUME

A versatile professional with 11 years of experience in IT management. Led IT department and built IT Infrastructure, planning and facilitating the Data Center operations, Hardware & Software including ERP Supporter, IP telephony, IP camera and network migrations to the fiber optical network. Responsible for IT operations, IT strategy & IT System improvement. Retained IT management role, including vendor management and IT Infrastructure Management all done under by Manager. **Seeking higher responsibility as System administrator, IT operation Executive, IT Executive, IT administrator, IT Executive, IT Support.**

PROFESSIONAL ACCOUNTABILITIES

Designation: System Admin cum ERP Supporter

Organization: Speed-O-Controls Pvt Ltd (Vatva, Ahmedabad)

Duration : Jan 01 2020 – Dec 2022

Designation: System Admin cum Sales Operation Executive

Organization: My Own Eco Energy Pvt Ltd (Bopal, Ahmedabad)

Duration : Nov 2017 – Jan 2020

Designation: Operation Executive

Organization: Bench Mark Cars (Landmark Group-Mercedes Dealer, Vadodara)

Duration : Mar 2013 – Feb 2017

Designation: EDP Executive

Organization: Amar cars Pvt Ltd, (Maruti Dealers, Anand) **Duration** :

Sep 2009 – Mar 2013.

WORK EXPERIENCE

Role & Responsibilities –

- Responsible for managing efficient operations of all IT infrastructure including Data Centers, Servers, Internet connectivity, Windows PC, Network printers, biometric devices, WIFI, router, switches, firewalls and managing everyday IT operations of 2 branches of the Region.
- Responsible for receiving and inspecting all incoming and outgoing IT assets. Created records to track IT assets. Updated, configured, and deploy IT assets to the end user.
- Perform IT requirement gathering for existing and new projects and report to the corporate office.
- Manage various types of IT support vendors and instruct them where needed.
- Manage the day-to-day IT operations of the IT group including downtime, reporting service levels, defining and tracking IT operational metrics, and providing status to higher IT Team.
- Responsible for all change management requests; as well as Architectural Change Requests.
- Responsible for Plan and executing the transfer of the whole IT infrastructure to the new location when a branch transfer request is made that includes the design and deployment of a new LAN network, router, firewall, internet service provider, biometric system, and Wi-Fi AP with the help of the Project Team.
- Responsible NAS Server Taking regular Backup and Restore when management required.
- Act as a single point of contact for all IT infrastructure services in the Region.
- Report to the application team about issues in ERP, MIS, and TALLY accounting app and resolve them.

- Troubleshoot, Backup and update the windows server, database regularly to maintain the efficiency of the windows server.
- Manage and maintain the remote desktop connection of windows server of 2 remote locations and troubleshoot if necessary. Provided remote technical aid to computer systems and network of remote locations.
- Managed, Installed, configured, upgraded, resolved all IT Infrastructure including PC hardware, peripheral connections, operating systems, third-party and in-house software installations, manage Windows and Linux systems, LAN, WAN.
- Coordinate with higher management for identifying and recommend new IT technology solutions and perform requirement analysis.
- Prepare and review contracts, and Negotiation & Closing the deal. Perform vendor management.
- Manage N-Computing desktop virtualization, Configured and installed routers, switches, Sophos firewall, IP Camera network, IP phone PBX device and IP Phones, Biometric attendance devices and Keep IT infrastructure up-to-date and secured all done by under the IT manager.
- Establish and maintain relationships with technology vendors and consultants like IOS & Android mobility, Domain, DNS, DHCP, VPN, Cloud Technologies, and IOT.
- Handle day to day end-user IT Operations that includes video conferencing, printers, day to day break-fix solutions and service requests from the end-users.
- Is responsible for monitoring and controlling the performance and status of security safeguards. Responsible for operating and maintaining firewall and endpoint detection and response tool (EDR). Reduce Risk by providing and maintaining Data Leakage Protection tools
- Implementing new IT systems and strategies. Communicating regularly with executive management on IT management issues.
- IT management of an entire organization, including corporate headquarters, training factories, and remote sales offices.
- Migrated from Cyberoam firewall to Sophos firewall with VPN, migrated from BSNL Broadband to Tata leased line.

KEY SKILLS

• Important tools	IT Infrastructure Management	Data Center Operations
• System Administration	Hardware Networking	Troubleshooting
• Windows Server	IIS, Remote, Domain maintain	LAN, WLAN, WAN
• DNS, DHCP, NAT	Firewall, VPN	Backup & Recovery
• ERP Supporter	CCTV, IP Camera	Mail server (hmail etc.)
• Digital Transformation	Office 365 admin	Installation

OTHER SKILLS

• IT Management	System and Network Administration	IT operations
• System Improvement	IT Security	Server Management
• Requirement Gathering	Disaster Recovery	Vendor Management
• IT Infrastructure Management	Backup & Recovery	Application Support
• Tally ERP Software	Digital Transformation	IT Audit & IT budget
• Quick heal & Seqrite endpoint Security	Back office Works	Operation Executive

ACADEMICS

- Bachelor of Science (B.Sc.) from Gujarat University, Shri R. K. Parikh Arts & Science College. Petlad, India in 2002.

Professional Qualification:-

- Microsoft Certified Professional”MCP”.
- Microsoft Certified Professional + Internet”MCP+I”.
- Microsoft Certified System Eng. "MCSE".
- Microsoft Certified Database Administrator on Microsoft.SQLserver 2000,”MCDBA”.
- Desk Top Publishing”DTP”

PERSONAL DETAILS

Date of Birth	24/04/1979
Gender	Male
Marital Status	Married
Languages Known	Gujarati, Hindi, English
Address	I 202 Utsav Hieghts Vastral Road, Vastral -382418 , Ahmedabad
Preferred Job Location	Near to Ahmedabad