

Madaswamy Murugan



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Objective:

Dedicated and highly skilled IT Professional in system administration, network management, and technical support. Seeking a challenging role as an IT Manager to leverage my expertise in optimizing IT infrastructure, ensuring security, and delivering top-notch IT services to enhance organizational efficiency.

Educational Qualifications :

- Bachelor of Commerce (Delhi University),
- “Diploma in Computer Studies” by “Silvertech Computer Education”, Mumbai.
- “Certificate in Advanced Computing” by “Silvertech Computer Education”, Mumbai.

Work Experiences:

Company : LEK Consulting.

Designation : IT Procurement Administrator

Since : May 2022 till August 2023.

IT Procurement:

- Handling, Executing and maintaining IT Procurement best practice, policies & procedures.
- Creating requisition workflows for approvals & issuance of the purchased materials.
- Tracking and controlling the required licences of softwares and hardwares, throughout the product lifecycle.
- Assuring software licences compliance for the company purchased software titles and associated agreements.
- Monitoring the Inbox and queue to ensure the incoming requests, queries, renewals, invoices, etc from time to time.
- Assisting with audits related to IT assets, including collecting of asset information directly and contributing to asset inventory projects.
- Working with key stakeholders to review technology requirements, expenses and vendor purchase agreements.

- Accountable for coding and processing invoices for hardware, software and services.
- Working and reconciling with Finance team while handling any discrepancies or questions directly with the vendor.
- Keeping information accessible by documenting purchases, assets, invoices and contracts.
- Demonstrating high level of accuracy, awareness and a sense of ownership for assigned duties without the need of direct supervision.
- Periodically conduct research to ensure that the firm is getting the best price available on its purchases.
- Review contracts including terms and conditions, amendments, statement of work, software licence agreements, etc.
- Maintaining vendor contract files and established contract management system, etc.
- Assist management / Finance team in analyzing vendor contracts and monitoring for compliance of contracts.
- Understanding effective communication across all levels of the organization.
- Interface with project managers, business partners and IT leaders to ensure alignment with stakeholder expectations and to provide guidance, status and analysis throughout the purchase process.
- Participating in project meetings as needed to identify and manage any procurement needs related to IT initiatives.

Company : LEK Consulting.

Designation : Systems & Office Administrator

Since : March 2019 till May 2022.

- Managed and maintained a diverse IT environment, including servers, network infrastructure, and user workstations, ensuring optimal functionality and security.
- Led a team of IT professionals, providing guidance, training, and support, resulting in improved team productivity and skill development.
- Oversaw software and hardware procurement, negotiation with vendors, and cost-effective solutions, resulting in a 15% reduction in IT expenditure.
- Collaborated with department heads to assess IT needs, develop technology strategies, and align IT resources with organizational goals.
- Conducted regular system updates, patch management, and software upgrades to ensure system stability and security.
- Resolved complex technical issues escalated from the helpdesk, ensuring timely resolution and minimal disruption to operations.
- Administered Windows server environments, managing Active Directory, DNS, DHCP, and LDAP services.
- Provided on-call support for critical IT issues, ensuring 24/7 availability of essential services.
- Implemented IT policies and procedures to ensure compliance with industry standards and best practices.

As Office Manager

- Booking transport and accommodation
- Organising company events and conferences, along with Partners EA's.
- Ordering stationery and IT equipment
- Preparing letters and reports, as per requirement.
- Supervising and monitoring the work of administrative staff
- Processing invoices and managing office budgets
- Implementing and maintaining procedures/office administrative systems
- Ensuring that health and safety policies are up to date
- Attending meetings with senior management
- Assisting the organisation's HR and finance functions by keeping personnel records up to date, arranging interviews and updating financial documents.

Company : Parthenon EY

Designation : System Administrator

Since : May 2014 till November 2017.

- Address user tickets regarding hardware, software and networking
- Walk customers through installing applications and computer peripherals
- Ask targeted questions to diagnose problems
- Guide users with simple, step-by-step instructions
- Conduct remote troubleshooting
- Test alternative pathways until you resolve an issue
- Customize desktop applications to meet user needs
- Record technical issues and solutions in logs
- Direct unresolved issues to the next level of support personnel
- Follow up with clients to ensure their systems are functional
- Report customer feedback and potential product requests
- Help create technical documentation and manuals

Project Management :

- Planned and executed server migrations and upgrades, resulting in improved performance and reduced downtime.

Company : Parthenon India Private Limited.

Designation : Desktop Support

Since : May 2008 till August 2014.

- Troubleshoot technology issues.
- Install and maintain equipment and software.
- Ask questions to pinpoint the problem.

- Perform remote troubleshooting.
- Help new employees set up their workstations.
- Maintain and upgrade equipment as needed.
- Train new employees to use a company's software and apps.
- Work with existing vendors to evaluate new technology.
- Respond to ad hoc and urgent requests.
- Advise executives on the best technological solutions for an organization.
- Monitor the performance of a company's desktop infrastructure and provide suggestions to improve efficiency.
- Test, install and set up application programs on user workstations.
- Test network connections.
- Train end users when new software or IT regulations arrive at a company.
- Oversaw software and hardware procurement, negotiation with vendors, and cost-effective solutions, with reduction in IT expenditure.
- Provided on-call support for critical IT issues, ensuring 24/7 availability of essential services.

Company : CMS Ltd.

Designation : Desktop Support

Since : January 2007 till May 2008.

- Provided on-call support for critical IT issues, ensuring 24/7 availability of essential services.

Company : IT Solutions Private Ltd. (Site : 3 Global Services)

Designation : Desktop Support

Since : May 2005 to January 2007.

- Handling day to day desktop calls.
- Troubleshooting 3G's Intranet applications, escalating issues to Glasgow (UK)
- Logging calls with Singtel (Singapore Telecom) / Cable & Wireless (Bangalore) for link failures / flaps.
- Logging calls with Vendors like IBM, DELL, HP for hardware issues.
- Troubleshooting VOIP issues.
- Sipping of Cisco 7960 VOIP phones (Installing / upgrading new Operating System).
- Troubleshooting with MS Outlook.
- PC Imaging with Symantec Norton Ghost Server, via Network Switch and Peer to Peer connection.
- Worked on Active Directory Service.
- Worked on HP Open View Call logging software.

Company : Trimurti Films Pvt. Ltd.

Designation : Resident Engineer

Since : June '2002 To : May '2006

Company : Intellectual Career Compsoft Pvt. Ltd., Mumbai
Designation : Marketing Executive (Computers – Xenium)
Since : June '2000 To : April '2002

Personal Information

Fathers' Name : U. Murugan Thevar
Date of Birth : 23rd July '1973
Marital Status : Married
Religion : Hindu
Languages Known : Tamil, English, Hindi & Marathi.
