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| ***Madaswamy Murugan*** |  |
|  | ***203, Kamakshi Building, Goshala Road,***  ***Mulund West, Mumbai – 400 080***  ***Mob.: 98193 65852***  ***Email ID:*** [***madaswamy@gmail.com***](mailto:madaswamy@gmail.com) |

**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 or accuracy, awareness and a send 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 2022 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.

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