

Dharak Adroja

Creative . Technical Savvy . Solution Visionary

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EXPERIENCE

System Administrator Applications - IT — Infosense Pvt Ltd

January 2022 - Present

- > Service Desk & Project Coordinator, report analyst, service management
- > Monitor system health and remediate ahead of time
- > Automate repetitive ITIL, system and configuration management tasks

Sr. Executive - IT Service Delivery & Prd Support — Home Credit India Finance Pvt Ltd

June 2018 – December 2021

- > Actively maintained awareness and understanding of leading IT Infrastructure Services.
- > Improved user satisfaction with IT as well as the end-user perception and brand image.

Engineer — HCL Technologies Ltd

March 2016 - June 2018

- > Handled functional and technical terms to investigate and resolve issues, monitoring and reporting of compliances to SLAs.
- > Involved in service desk and service operations to process improvement.

Executive - IT — Sadbhav Engineering Limited

April 2014 - March 2016

- > Implemented of the changes in the application as per requirement. Training to key users and end users.
- > Create strategic goals and convert to easily implemented plans.

IT Infrastructure Services Engineer — SourcePro Infotech Pvt Ltd

Jun 2013 - Feb 2014

- > Worked as a Sys Admin - Installation & maintenance of IT Infra. including Servers, Network & IT peripherals.

SKILLS

Information Technology and Services
System Administration
Technology Integration
IT Automation System
Cloud Computing
Information Security
Technical Operations
Service Delivery
Consulting Services
Vendor Management
Product Solutions
Microsoft Office
Project Management
Implementation
Process - Performance Improvement

CERTIFICATION

Google Project Management

License: F6WCMA2EVW3P

ITIL v3 Foundation Certificate in ITSM

Candidate No: 9980088260619699,
Percentage Score: 87.50 %

Microsoft Professional Certificate

License: 1106030

Linux Administration

DevOps TechLab

Project Management (IT)

Symbiosis University, Pune

EDUCATION

Master of Science in IT - IMS

School of Science, Gujarat University (iNurture – Bangalore)

Jun 2011 - Apr 2013

Bachelor of Computer Application

JG College of Computer Application, Gujarat University

Jun 2007 - Mar 2011

LANGUAGES

English . Hindi . Gujarati

KNOWLEDGE SUMMARY

Project Role
Team / Implementation / Coordination
Application and Technical / Design
PM Tools & Techniques
Microsoft Project, Function Point
Network Schedule, Gantt
Methodologies
ITIL v3 2011, ITSM, ITeS
SCDL, Agile Scrum
IT Infrastructure
Dart Center, RIM, Virtualization
WAN, LAN, Voice Communication
Servers & Storage
End Using Computing Devices

Applications
Accounting / Billing / Purchasing
ERP / HRMIS / Plant & Machinery
CASE Tools
MS Word, MS Excel, MS Power Point
MS Visio, Corel Draw
Integration – Automation
Mining Operation Management System
TMS Automation, Fueling Mgmt. System
IS Operations
24 x 7 IT Operation, Remedy
Transition in Infrastructures, Applications
Governance & IT Security
Budget & Control

AREA OF INTEREST

Functional Areas

Cloud - Automation Tech
Internet of Things (IoT)
Applications & Software

Key Areas

Operational Services
Pre-Sales Consultant
Implementation
Project Management

ACCOMPLISHMENT

IT Service Management