



HITESH DOGRA

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Profile

11 year of Experience in Successfully Delivering IT Projects (Data Center, Disaster Recovery, IT Infrastructure & Cloud Services) for Variety of Businesses & Industries (Banking, International Games Event, Quality Assurance & Medium Size organizations)

Projects:

Public Sector Gramin Bank | CBS | Lucknow | 2015 - Till Date: Customer is a Leading Gramin bank in Eastern UP with more than 650 Plus branches, ATM & POS machines, DXC Technology is SI (Service Integrator) offering CBS (Core Banking Services) Data Center, Disaster Recovery, Branch Support & other banking application Services to the customer . My Role is to Lead & Manage Project & Services Delivery offered to the customer to align with business & regulatory requirements .

(XIX Commonwealth Games) | New Delhi | 2009 - 2010: The Commonwealth Games (CWG) 2010 is poised to be the largest multi-sport event held in India.

My role was to Plan, Design, Communicate, Manage, Execute & Control IT Project within assigned Venue ITPO (Pragati Maidan). ITPO is a non-competition venue with an important role to play for games operation services. It has four important & different venue within e.g:- IBC (International Broadcasting Centre) , UAC (Uniform & Accreditation Centre) , MLC (Main logistic Centre) and MPC (Main Press Centre). ITPO has a network setup of 10 Servers and 100 multilayer Switches to deliver network services like SDN (Security Data Network) for security surveillance on various outside & inside locations within ITPO Venue and GDN (Games Data Network) for games intranet services like accreditation database, Games-info, filter & unfiltered internet services to different stakeholders.

STR Labs (UL) | Manesar (Haryana) | 2008 -2009: STR offers Quality assurance services including testing, inspections, auditing and training to its customer across India -Subcontinent region (India, Sri-Lanka & Bangladesh). My Role was to maintain IT Infra, Network & Windows environment across these regions.

Achievement & Reorganization:

Customer | Lucknow | 2018: Certificate of Appreciation from Region Manager for successful delivery of “IT Security & Compliance training to End-users”.

Customer | Lucknow | 2017: Certificate of Appreciation for “Time Bound Delivery”.

DXC Technology | Kolkata | 2016: “Customer Delight Certificate” from Account Executive India Region.

CWG DELHI 2010 | NEW DELHI | 2010: Certification of Merit for a dedicated and valuable role in Technology Project for CWG Delhi 2010 by Lt.Gen Utpal Bhattacharyya, PVSM, AVSM (Retd).

Skills :

Project Management | Office 365 | ITIL | MS Visio | MS Teams | MS Project | Active Directory | DNS | Hyper-V | Virtual Machines | Leadership and Teamwork | Customer Relations | Critical thinking & problem solving | Stakeholder Management | Customer Service | Windows Server 2012 /2008 | Contract Negotiation | IT Service Management | AWS Cloud Services (EC2, ACL, VPC ,Security Group) | Contract Management |

Employment History

Employer: DXC Technology (EIT Services India Pvt Ltd)

Duration: Nov 2015 – Till Date

Designation: ITO Service Consultant III (Account Run Lead)

Role & Responsibilities:

- Manage the technical /service relationship between the company, subcontractors/vendors and customer
- Work closely & collaborate with Cross technology teams to meeting defined SLA, Project Milestones & Deliverable
- Monitor service delivery compliance to Project budget & quality standards as per Contract & customers requirements
- Work with cross-technology teams onsite/offsite (L1, L2, L3, SME & Delivery Leads) to resolve unusually complex & cross-technology incidents & escalations
- Provide IT application/infrastructure life-cycle technical support including Project planning & management, Installation,management/monitoring/troubleshooting and de-installation.Following operational policies and processes that are compliant with industry standards (e.g. Information Technology Infrastructure Library (ITIL))
- To ensure technical teams, delivery leads and Vendors have the information they need to implement/run services as per defines SLA, Project deadlines & Customer expectations
- Proactively and reactively look for solutions to prevent problems from occurring in the team/technology area
- Project finance & resource planning
- Lead cross-technology teams to design technology solutions for new Customer requirement
- Review & verify changes/solutions of high complexity and risk to meet customer expectations & requirements
- Works with internal business teams to retain customers and build the business
- Vendor Co-ordination to deliver the project deliverable as per defined SLA
- Work with the security team to comply IS Audit as per defines Project Guidelines
- Lead team of 40 onsite professionals from different technology capabilities offering onsite and offsite support to the customer(E.g.: Application, Network, AV, Wintel, Technology Helpdesk, Database, UNIX and BMS {Building Management System} and other IT and Non-IT services)

Employer: Organizing Community (OC) XIX Commonwealth Games

Duration: July 2009 – Nov 2010

Designation APO (Assistant Project Officer) Technology

Role & Responsibilities:

- Developing and reviewing IT services project plans and programs regarding ITPO (Pragati Maidan) Venue
- Ensure Technology services quality Assurance & vendors meet SLA to ensure quality
- Leading the detailed “Needs Analysis” process of ITPO Venues including the information collation and administration required
- Undertake specific projects/tasks and activities as directed by the functional area to assist in the development of plans and schedules for the Technology Functional Area
- Establishing a common set of management milestones incorporating all stakeholders, Vendors and agencies involve in Project regarding the venue
- Establishing a reporting structure that enables issues to be raised and dealt with in-venue regarding IT services
- Conducting regular meetings with staff, Vendors & stakeholders to meet the expectations and deliver the assigned task and network service for games
- Implementing, Commissioning and maintenance of Technology equipment and services operations at ITPO venue
- Coordination with Technology partners and Vendor to ensure the quality of technology services and infrastructure requested by Stakeholders & Broadcasters
- Oversight the problems & changes and escalate if required
- Ensure timely and effective delivery of assigned tasks through effective planning

Employer: STR Labs Pvt Ltd (UL)

Duration: Feb 2008 – Feb 2009

Designation: Senior Infrastructure Network Administrator

Role & Responsibilities:

- Recommends and implements LAN policies and standards, ensuring adherence to security procedures and IT objectives
- In conformance with the Corporate IT Strategy and Corporate leadership, assists in the implementation of improvements, policies and upgrades to the STR network
- A leadership role for disaster recovery activities involving STR-ISC
- Backups as per the defined norms
- Take direct action in response to problems providing 24x7 Production Support

- Manage and improve LAN security in accordance with changing business requirements
- Responsible for executing the acquisition, and installation of hardware and software in accordance with established purchasing processes and policies
- Maintain the relationship and primary contact role, with 3rd party service providers related to network equipment purchase, and maintenance and hosting services
- Maintain comprehensive software license data within the STR organization
- Business Application Server Support
- Responsible for the Maintenance of the Server Room
- End-User Helpdesk Support
- Local or STR-wide implementation of Corporate IT Strategic Initiatives

Employer: DSSI (Dynamic Sales & Services International) .

Duration: September 2005 – February 2008 .

Designation: Network Administrator.

Role & Responsibilities:

- Responsible for Server, Network & technical support
- To set and maintain IT infrastructure at the Main Office
- Responsible for IT Issues
- Responsible for the Maintenance of the Server Room
- Responsible for the maintenance of the Windows 2000 / 2003 Servers and Windows 2000 / XP client systems
- Solving the client problems related to hardware and software like MS Office and other standard office automation software
- Troubleshooting the Virus, Spyware and ad-aware issues
- Backup as per the defined norms
- Basic troubleshooting of the Printers, Scanners and other IT peripherals
- Maintain receivables and inventory under prescribed norms
- To co-ordinate with the vendors for any IT requirements
- Maintain reports of the issues attended/solved and activities done
- Creating/editing the user accounts in Active Directory also configuring end-users.
- Wireless networking
- Manage and improve LAN security in accordance with changing business requirements

Employer: Super Network Solutions:

Duration: September 2004 – September 2005

Designation: Project Supervisor.

Role & Responsibilities:

- Implement Network solution at customer ends as per their requirement
- Handling a team of 15 techs. For LAN/WAN projects
- Preparing network diagrams as per the projects
- Performing a site survey for new LAN/WAN projects
- Installation of routers, switches & modems
- Planning for LAN/WAN projects target dates

Employer: **AVM Comp-Tech:**

Duration: January 2002- September 2004

Designation: Working as Desktop Support Engg.

Role & Responsibilities:

- Basic troubleshooting of the Printers/Scanners
- Solving the client problems related to hardware and software like MS Office and other standard office automation software
- Basic troubleshooting of computer hardware
- PC assembling, installation of printers/scanners
- Troubleshooting the Virus, Spyware issues
- Keep Interacting with customers & provide them a proper solution and customer satisfaction

Certifications:

- Microsoft Technology Associate – Cloud Fundamentals & Office 365
- Microsoft Certified Professional – Hyper-V
- Cisco Certified Network Associate (CCNA)
- Certification in Computing (IGNOU)

Education:

- MBA (Project Management) Distance Learning **Jaipur National University - 2018**
- Bachelors of Computer Application (BCA) **Manav Bharti University -2014**
- 3 Year Diploma in Computer Science (**Lal Bahadur Training Institute**) - **2001**