



Naveen Deshwal

IT INFRASTRUCTURE MANAGEMENT / GLOBAL Command Centre / TECHNICAL SUPPORT
PROFESSIONAL / INCIDENT MANAGEMENT



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Key Skills

IT Infrastructure Management

Global Command Centre

Incident & Problem Management

Event Management

Capacity Management

Team Building & Leadership

ITIL Management

Planning, Costing & Budgeting

Leadership with Technical Support



Profile Summary

- ▶ **Global Command Centre Lead** Monitoring in Application/ Infrastructure/Database/URL/Network Devices in Linux/Windows Environment with **Wipro Technology** having **8 Years** of cross-cultural experience.
- ▶ Managing team with **10 resources** by effectively communicating, expectations and goals Moreover, driving accountability; planning, monitoring, and appraising job results; coaching, counselling Developing personal growth Opportunities.
- ▶ Expertise in management of entire IT operations with experience in setting up/ maintaining systems and system administration.
- ▶ Skilled in defining, analysing, planning, measuring and improving all aspects of the availability of IT services.
- ▶ Expertise in end-to-end ITIL management including Incident, Problem, Change & Service Level Management
- ▶ Ensured process compliance, SLA adherence, Quality audits are in Compliance is in standards.



Career Timeline



Work Experience

Operation Management & Service delivery

- Proactively ensures the highest levels of systems and infrastructure and Application availability.
- Perform daily system monitoring, verifying the integrity and availability of systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs.
- Provides support for operations to resolve critical issues quickly. This may include occasional off-hours, weekend work, and periodic on-call support.
- Client Management, works towards exceeding clients expectations.
- Review Project plans consisting of activities plans and milestones, quality management plan, communication Management, resource management, risk management, Cost management and Operation management plans.
- Handle issues/escalations raised by clients and provide resolutions through discussions, root cause.
- Use project management best practices and methods to ensure a successful delivery of the project deliverables
- Be a main point of contact for communication ensuring that all stakeholders are aware of NOC / Application Services status and issues, coordinate activities, P1 and P2 incidence on time and as per defined SLA.
- The primary responsibility will be creating and implementing integrated communications.
- Defines KPI and metrics for business processes and methods for measuring and monitoring.
- Collate feedback on process performance.
- Measure and monitor the effectiveness of processes to ensure consistent value delivery.
- Works with operations and engineering teams to perform incident root cause analysis
- Assist in developing, and documenting actions to assure problem resolution or to implement corrective/preventive action and document resolution;
- Monitors and tests application performance for potential bottlenecks, identify possible solutions, and work with Developers to implement those fixes.
- Translates business requirements into system specifications and functional designs by producing documents on how to implement changes to the system.
- Oversees the execution of testing strategies applicable to the systems of interest.
- Oversees and recommends systems enhancements to the business issues and process challenges for the organization.
- Performs other duties as may be assigned by management.
- Identify opportunities to improve efficiency of support and monitoring.

Notable Accomplishments Across the Career

- Tested and Implemented AD Self-service for Password Reset.
- Member of the team that successfully handle transition of XP to Windows 7, Windows 7 for a user base of over 5000 clients.
- Key member of the team that accomplished a successful end-user workstations migration to (2000) thin clients in less than 6 Weeks.
- Expertise in resolving complex issues, remotely and in person.
- Two times awarded by Microland Excel Award and Quarterly Top Performer in Access Management.
- Promoted as a SME in Encore Capital Group.
- Global Grade upgraded in Xerox Corporation within in a Year.
- Streamline Monitoring process by executing weekly and monthly scheduled activity.
- Set-up Event management process for early detection of failures on to network.
- Initiated SIP plan for every month top 4-category alerts and mitigate them with identified solution.
- Re-Create and update SNOW CMDB with correct information and missing fields.

Soft Skills



Technical Skills

Tools	MS Viso, MS Project, MS Outlook, iSeries (AS400), WebEx, RSA, Beachhead, SCCM, 2012 R2, Team Viewer, MSTSC, Remote, Assistance, Lync, Communicator, SCCM, Remote, Putty, WinSCP, Notepad ++, Bit locker
Operating Systems	Win XP, win 7, Win 8.1, Vista, Win 10, Server 2003, Server 2008, Server 2012 R2, RHEL 6/7, UNIX, Ubuntu, Centos 6/7, Solaris, Mac OSX.
Configuration & administration	Active Directory, Group Policy Management, DHCP, DNS, MySQL, PostgreSQL, Sendmail, Maria dB, Telnet, Crontab Jobs, Shell/Bash Scripting, NTFS Permission, SNV, TFS, IIS, Apache, HTTPS, Yum File Permission, SSH
Cloud Platform	AWS Services (EC2), Akamai, Razuna
Virtualization Technology	VMware
Monitoring Tool	Nagios XI, Splunk, Dynatrace
Ticketing Tools	Maximo, Service Now, PTC Integrity-MKS, BMC Remedy



EDUCATION

- 2007 ● **High School**
Govt. Co-ed Sr. school
- 2011 ● **Bachelor of Arts**
Delhi University
- 2015 ● **MBA - IT**
Karnataka State of University



Personal Details

Date of Birth – 02nd Nov 1989
Marital Status – Married
Language Known – English & Hindi