

KUSHAL KUMAR S

Assistant Manager, IT Infra,

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PROFESSIONAL OVERVIEW

Experienced Assistant Manager with over 7 years of expertise in system administration, specializing in IT infrastructure management, ManageEngine, and NAS solutions. Seeking a challenging role to leverage technical skills and contribute to organizational growth.

WORK EXPERIENCE

IIFL Samasta Finance Limited, Bengaluru.

Nov 2017–Present

Assistant Manager, IT Infra Team

- **ManageEngine:** Skilled in IT asset management, patch management, software deployment, Configurations management and remote control management.
 - **Network Attached Storage Administration:** Hands-on experience as a Super Admin managing , including user management, permission mapping, access control, shared folders, storage quotas and user backup.
 - **IT Support & Administration:** Configured systems for new users, maintained asset records, and prepared MRM and daily activity reports.
 - **Hardware & Software:** Expertise in hardware troubleshooting, maintenance, software installation, and configuration.
 - **Operating Systems:** Hands-on experience with Windows environments.
 - **System Administration:** Strong skills in system administration, monitoring, and troubleshooting.
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ICT Service Management Solutions Private Limited Bengaluru

Dec 2011 - Oct 2017

Inspection Technician, Testing Repair Engineer

- Performed hardware troubleshooting, debugging, and testing of laptops to ensure optimal performance.
 - Complete Inspection & Testing of laptop's & Xiaomi Mobile's motherboard.
 - Ensured quality assurance by detecting faults, troubleshooting issues, and validating repairs before final deployment.
 - Utilized diagnostic tools, test software, and board view schematics to conduct thorough checks on components, circuits, and connections.
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Hewlett-Packard Company, Bengaluru

Sep 2011 - Nov 2011

Testing Repair Engineer

- Assembling and disassembling motherboards for laptops, desktops, tablets, and mobile devices.
- Preparing and managing output reports, monthly reports, and weekly reports.
- Screening and repairing laptop and desktop motherboards.
- Conducting full functional testing of laptops, desktops, and tablets using appropriate testing software.
- Handling all operational issues related to debugging and testing to ensure smooth service operations.
- Performing circuit analysis using schematics and board view software.

TECHNICAL SKILLS

ManageEngine Endpoint Central

- Hands-on experience in managing IT Asset Management, Patch Management, Software Deployment, Configuration Management and Remote Control Management.
- Skilled in handling daily software deployments, tracking hardware/software assets, deploying security patches (2nd Tuesday of every month), and ensuring endpoint compliance.
- Systems & Support: Windows OS Configuration, Software Deployment, Hardware Troubleshooting.
- Identity Management: Web-based application Cross Identity SSO, including user authentication troubleshooting, resolving login and configuration issues.
- Reporting & Documentation: MRM Data Reports, Audit Documentation, Daily IT Reports

Network Attached Storage (NAS) Administration

- Hands-on experience as a Super Admin managing Network Attached Storage (NAS), including user account creation, permission mapping, access control, shared folder management, storage quota assignments, and data security administration.
- Experienced in backup and recovery management, performing daily backups.
- Proficient in NAS storage monitoring, firmware updates (monthly activity), and user data maintenance (daily activity).

Accomplishments & Awards

- Excellent Efforts Award — Samasta Microfinance Ltd • Jul 2018
- Best Performer — Samasta Microfinance Ltd • Jun 2019
- Best Performer — IIFL Samasta Finance Ltd • Feb 2022
- Long Service Award — IIFL Samasta Finance Ltd • Mar 2024

EDUCATION & CERTIFICATIONS

- ITI – Electronic Mechanic, Bangalore • Aug 2003–Jul 2005
- Hardware & Networking Certification (Basic) • Mar–Aug 2003
- SSLC – Karnataka State Board, Bangalore • Mar 2003

LANGUAGES:

- English, Kannada, Marathi, Hindi, Tamil, Telugu, Urdu

PERSONAL INTERESTS

- Learning new technologies and gaining knowledge
- Exploring advancements in IT infrastructure and cloud computing
- Travelling and experiencing new cultures
- Listening to music
- Reading tech blogs and industry updates