

Keshav Singh

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Summary

Dynamic and results-driven IT professional with 7 years of experience managing IT infrastructure, systems, and networks. Proven expertise in overseeing end-to-end IT operations, optimizing infrastructure performance, and leading cross-functional teams to implement innovative solutions. Skilled in vendor management, project management, and strategic planning, with a strong ability to ensure high availability, security, and cost-effective solutions for enterprise IT environments. Adept at managing IT infrastructure teams and improving service delivery to meet organizational goals.

Experience

Deputy Manager- IT Infra

December 2022 to Current

Oxyzo Financial Services Limited - Gurugram

- Ensured IT licences were consistently managed and updated for continued company compliance.
- Developed and implemented an effective IT strategy to meet the company's infrastructure demands.
- Researched and implemented emerging technologies, hardware, and software.
- Monitored compliance with health and safety regulations, reducing incidents in the workplace.
- Evaluated impact of new software and monitored performance to make necessary changes
- Used outstanding troubleshooting abilities to effectively reduce issue resolution timeframes in line with service targets
- Implemented protective software to control spam, viruses and malware
- Upgraded system software and hardware regularly to defend against emerging threats and maintain performance
- Controlled user access to minimise security risks and track activities
- Work on Google admin console and for email security used Cloud Code and Google MDM for mobile device users
- Manage users' mobile devices through our Mobile Device Management (MDM) solutions (MS Intune)
- Managing & Administration of O365, Exchange Online, Microsoft Intune, Microsoft Defender, Microsoft Purview, Microsoft Entra ID, OneDrive, Teams and SharePoint environments
- Administration of the DLP tools which includes configuring policies and reporting.
- Monitor and respond to alerts generated from DLP systems and other technologies.
- Managed daily operations, delegating tasks to team members to optimise productivity and efficiency.

System Administrator

August 2018 to December 2022

Flipkart India Pvt. Ltd - New Delhi

- Installed and set up applications for clients, including anti-virus software and Microsoft Office
- Responded to customer emails, calls and live chat regarding technical malfunctions and issues to fix remotely
- Addressed and resolved SLA issues promptly using an BMC Helix Ticketing system
- Monitored computer system performance and intervened in identified problems
- Maintained and repaired peripheral equipment connected to laptops and desktops
- Resolved service user requests within target timeframes
- Updated software for new functionality and improved security
- Conducted tactical troubleshooting to identify faults
- Documented actions are taken using the work order system within Genie
- Educated service users on new software updates and system capabilities
- Upgraded hardware promptly to minimise service disruptions
- Installed new hardware and software to meet system specifications and user needs
- Identified system performance issues, providing swift remedial action
- Investigated reports of system errors to try to reproduce problems and trace faults
- Offered clear, reliable desk-side support to internal service users, rectifying issues quickly and accurately
- Supported customers with SCCM installation and configuration, enabling dependable system setup

Skills

- Active Directory
- Microsoft Entra ID
- Service Desk
- Technical Support
- Microsoft Office 365
- Linux
- Microsoft Azure
- Incident Management
- Change Management
- Vendor Management
- Project Management
- Google Workspace
- BMC Helix ITSM
- IT Service Management
- Microsoft Exchange Online
- Microsoft Intune
- Security Management (Firewalls, Endpoint Protection, SIEM)
- Networking (LAN, WAN, VPN, etc.)

Certifications

- Azure Fundamentals (AZ-900)

Projects

- Google Workspace Implementation
- Microsoft O365 Implementation
- Seqrite Antivirus & Endpoint Security Implementation
- Manage Engine-Desktop Central Implementation
- Cloud Code Email Security Tool Implementation

Education

Bachelor of Technology, 01/2017

Rayat and Bahra Institute of Engineering - Hoshiarpur

12th, 01/2013

ST.DR. Sen Sec School

10th, 01/2011

Sen Sec school