S.R. NO. 251 Satav Plot opp.
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Contact – 9923000075

Amit Kamalakar Awaghan

Personal Details:

Full Name	: Amit Kamalakar Awaghan
Date of Birth	: 13TH Feb 1986
Sex	: Male
Marital Status	: Married
Languages Known	: English, Hindi, and Marathi.
Nationality	: Indian

Objective:

Desirous to make a commendable contribution in an organization that will help me
Excel, explore and showcase the best in me.

Academic Qualifications:

Prince2 Foundation and Practitioner (Project Manager)	2013	Peoplecert
Cloud Computing Foundation	2013	Exin
ITIL V.3 Foundation, Service operation, Service strategy, Design and CSI	2013	Peoplecert
B.C.A	2008	Kamaraj University
H.S.C	2004	NOS (National Institute Of Open Schooling)
S.S.C	2002	Maharashtra board

Current Job

Designation	:	Service Delivery Manager
Period	:	May 2015 to till date
Responsibility	:	I am responsible for

- Create and Configure Groups in Beyond Insight
- Create and Edit Directory Credentials
  Add an Active Directory Group
- Assign Features Permissions
- Configure AD FS with Password Safe Using SAML
- Configure Two-Factor Authentication for Beyond Insight and
- Password Safe Using RADIUS Server
- Have worked on multiple Beyond Trust password safe implementations
- Worked on this project as a PAM specialties responsibility include implementation of Beyond Trust password safe (Beyond Insight), Communicating with different stake holder for understanding requirement for implementation of PAM
- Onboarding server and privileged accounts to PAM
- Configuring approval-based approval workflows, access policy, AD Integration
- Working on user access issues in PAM, monitoring the password rotation and usage of PAM
- Prepared documentation for current ASIS document for the organization, TOBE document for the PAM implementation, FAQ, Technical configuration document
- End user training for PAM access procedure.
- Configuring reports for Auditor role
- Scheduling scan from network security scanner

Designation	:	Service Delivery Manager
Period	:	January 2013 to 31th April 2015
Responsibility	:	I was responsible for

- Building a personal relationship with key client staff
- Successful service delivery - SLA achievement and high level of customer satisfaction
- Monitoring overall performance of services
- Good communication around issues and opportunities – get things done, make things happen
- Host timely calls with internal project teams and end customer to track progress and accuracy of deliverable
- Ensuring operations teams are aware of changes and are prepared building service reports
- Pulling in additional resources when needed e.g. specialist teams or people for specific issues / opportunities
- Removing all obstacles to customer satisfaction and / or financial performance
- Communicating across organizational boundaries – from engineers through to senior managers
- Holding review meetings to monitor progress of the project as per schedule and ensuring timely completion and delivery of the project to the clients.
- Along with operational managers and technical leads, accountable for and contribute to the overall performance of the managed services division
- Identify the Risk with project team before execution and communicate with customer / stakeholders and mitigate the risk involved.

Designation : **Sr. Customer Relation advisor**
Period : December 2011 to January 2013
Responsibility : I was responsible for

- Troubleshooting of handset
- Troubleshooting for Network
- Outage of network
- Using handset as modem
- Keeping follow up of case raised for L2 team
- Achieved C-SAT. Of 92%.

Designation : **Engineer – Systems.**
Period : May 2011 to July 2011
Responsibility : I was responsible for

- Windows Administrator
- Quest Active Roles
- Active Directory Console
- Lotus Notes / Domino Administrator (Domino 7 & 8)
- Microsoft Office Suite 2007 & 2010
- Microsoft Outlook 2007 & 2010
- Browsers: Internet Explorer 7 & 8, Firefox Mozilla 3.6, Netscape Navigator
- Blackberry Server (Blackberry Manager V4.1.5.26)
- RSA Administrator (RSA Authentication Manager 6.1)
- McAfee Endpoint Encryption Administrator (McAfee Endpoint Encryption Manager v5.1.7.0)
- Live link Administrator
- Admin expertise on Oracle and ADP eTime
- Expertise in troubleshooting Cisco VPN client and SSL VPN

Project I: Knowledge Base:

Worked on 'knowledge base creation' project as Coordinator. It includes responsibilities as

1) Tracking new support issues, upgrades, patches installed by IT.
2) Keeping logs, of errors, detect root cause and find the resolution
3) Documenting all information in a Knowledge Base with appropriate supplements such as error messages, screen shots and links.

The ultimate target is to make helpdesk process KB dependent.

Mphasis ITO service Desk .

Designation : **Engineer – Systems.**
Period : December 2009 to November2010
Responsibility : I was responsible for

- Windows Administrator
- Exposure to tools such as Service Manager 7(SM7), SAP applications
- Active Directory Console
- Citrix, Mainframe

Vcustomer (Linksys Process – Cisco) Pune.

Designation	:	**Sr. Technical support engineer.**
Period	:	January 2007 to December 2009
Responsibility	:	I was responsible for

- Configuration of Wireless routers and devices for SOHO.
- Configuration of Wireless Media Player(WMP54G)
- Configuration of wireless Print Servers.
- Configuration of wireless gaming adaptors.
- Bookkeeping using CRM Tool
- Achieved C-SAT. Of 95%.

Vikvin consultants Pvt.Ltd.

Work profile: Customer Care Executive in BPL Cellular Ltd, Pune

 Duration   : September 2005 to December 2006

SOFT SKILLS

- Extreme Motivation to make progress within the Company Technical as well as Ethical

- Skills and desire to learn new aspects of the work floor

- Ability to lead and motivate a team

- Ability to understand and solve complex problems, and to make quick decisions.

- Creative, Self-motivated and Dedicated Team Player

Computer Knowledge

Operating Systems : Windows server, Windows desktop 10,
                    Mac OS (10.6 – Snow Leopard)

Packages   : Microsoft Office (2007 – 2010)
                    Lotus Notes (7.0.3 – 8.5.3)
Databases   : MSSQL Server 2000, MS Access

Hobbies

Cricket, Tracking, Driving, Listening Music, Travelling and Football.

All the information mentioned above is true to the best of my knowledge.

                                        Signature

                                        Amit Kamalakar Awaghan