DEEPAK VARMA

604, Rajesh Residency, Plot-26, Sector-36, Kamothe, Navi Mumbai, Maharashtra 410209 ♦ Mob: +91 9922038424 ♦
deep.varma07@gmail.com
https://in.linkedin.com/in/deepakvarma

PROFESSIONAL SUMMARY

Over the last 7.5 years, developed expertise in:

- An ability to lead a technical support team, enlisting the support of all team members in aligning with project and organizational goals.
- Upgrade, Migration, Patching and comprehensive management of SharePoint servers along with technical skills in resolving complex issues and SharePoint administration
- Extensive knowledge in Microsoft SharePoint and allied technologies
- Keeping oneself constantly updated on changes in the technology to remain current
- Communication and interpersonal skills
- Hunger for knowledge and to learn new things
- Analytical and critical thinking by analyzing the diagnostics data and deriving inferences

WORK HISTORY

Technical Leader for Microsoft SharePoint, Apr 2016 to Current
Wipro Ltd – Mumbai, Maharashtra

- Promoted as a Technical Leader for Microsoft SharePoint and OCSI, besides the role of an official trainer
- Leading a team of skilled frontline engineers and an escalation engineer for Microsoft SharePoint
- Define and coordinate tasks for the technical advancements of the team
- Create/Manage Triage and Training Videos
- Work with Microsoft Technical Advisors and Escalation Services to address complex technical issues for Microsoft Partners and Customers
- Serve as the interface between the frontline team (including escalation engineer) and the team manager
- Act as a mentor for the engineers and escalation resources on the team
- Has strong technical skills and analytical approach to resolve complex issues
- Communicate technical plans and strategies to team effectively by analyzing the diagnostics data (ULS, Fiddler, Netmon and various traces)
- Motivated team and oversaw technical troubleshooting aspects of the team and effectively plan implementation by front-line and Escalation Engineers.
- Did Lab testing by creating various SharePoint environments to identify technical glitches (Reproducible Incidences)
- Mentored team members as needed
- Regularly participated in management meetings
- Drafted technical troubleshooters to facilitate engineers in troubleshooting complex SharePoint issues

Trainer for Microsoft SharePoint, Apr 2015 to Current
Wipro Ltd – Mumbai

- Also, designated and has been certified as an official trainer for SharePoint Technology apart from the Escalation Engineer's role
- Conducted Upgrade training sessions for the existing Support Engineers
- Conducted various "product and upgrade" training for SharePoint 2007, 2010, 2013 and 2016
- Created Standard Operating Procedures and Road Maps for training and trainees
- Arranged several knowledge sharing sessions on the technically challenged areas
- Conducted triage on product updates and issues reported as BUG

Escalation Engineer for Microsoft SharePoint, Jul 2013 to Apr 2015
Wipro Ltd – Mumbai

- Represent Microsoft and communicate with corporate customers via telephone, written correspondence, or electronic service regarding technically complex escalated problems or issues identified as a technical roadblock for the front-line queue and manage relationships with those customers
- Ability to debug and solve complex issues for Microsoft SharePoint
- Ability to use various debugging tools for in-depth analysis and isolation of a critical SharePoint problem
- Frequently, these problems will not only be technically complex, but will be politically charged situations requiring the highest level of customer focus skills
- Receive escalated, technically complex mission critical or politically hot customer issues, and maintain ownership of issue until resolved completely
- Working in conjunction with the Microsoft Escalation Services for seeking assistance in critical and in depth trace analysis
- Also, to connect with them on regular basis for product updates and highlighting product glitches
- Solve highly complex level of escalated problems, involving broad, in-depth product knowledge or in-depth analysis; may include support of additional product lines
- Acquire & coordinate resources from other groups as needed to resolve customer issues
- Driving the Critical Performance Matrices or Scores by providing time to time assistance to the front liners
- Arranging knowledge sharing session on the technically challenged areas or on Top Call Generators and conducting triage on product updates

Support Engineer for Microsoft SharePoint, Jul 2010 to Jul 2013
Wipro Ltd – Mumbai

- Worked as Support Engineer for Microsoft SharePoint
- Has handled diverse and complex cases pertaining to Microsoft SharePoint and its allied technologies
- Worked on various SharePoint issues of different support topics, such as "Migration, Patching, Service Applications, Security, Authentication etc."
- Consistently met the performance matrices as laid down by the organization
- Contributed to the team by sharing best practices on SharePoint troubleshooting approaches
- Created various internal articles to provide handy resolution to certain reproducible and complex issues
- Promoted to the Escalation Engineer's role within a span of one year

EDUCATION

Bachelor of Commerce (B.com): Commerce, 2007
Sant Gadge Baba Amravati University - Amravati, MH

General Studies DAV Covent, Akola, Maharashtra (S.S.C)
Higher Secondary Certificate (HSC): Commerce, 2004
Smt. LRT College of Commerce - Akola, MH

Secondary School Certificate (SSC): General Studies, 2002
DAV Convent - Akola, MH

ACCOMPLISHMENTS

- Created several internal articles and triage to excel performance of the frontline engineers, which resulted in speedy resolutions to top volume generating issues
- Created an SOP (Standard Operating Procedure) for training delivery (for SharePoint 2007-2016), which reduced the training duration from 40 days to 30 days and the same is being used for training deliveries by other Line of Business in the organization

SKILLS

- Microsoft SharePoint (2007, 2010, 2013 & 2016)
- SharePoint Administration (complete)
- SharePoint Upgrade, Migration and Patching
- Technical troubleshooting for all critical SharePoint issues
- Catastrophic backup/restore, SQL database backup/restore, Export/Import
- SharePoint Security and Authentication (SQL, LDAP, ADFS, Kerberos etc.)
- Creation, maintenance and administration of Services, Service Applications, Web Applications, Lists and Libraries
- Configuring enterprise search and search features
- Configuring Workflow Manager server, crating OOB Workflows and basic SharePoint Designer Workflows
- Basics of IIS, SQL, AD, Networking, Exchange, Windows and O365
- Patching SharePoint farm along with security updates
- Installing, configuring and managing multi server SharePoint farm
- Basics of PowerShell, configuring apps and the app environment in SharePoint 2013 and 2016
- Content Deployment, Alerts, Email enabled document libraries
- Analytical and critical thinker
- Fast learner and team player
- Dynamic and Conducive to work in any corporate environment
- Easily adapt with new environment, Technology, role and changes