GURUJYOT SINGH JOLLY

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MANAGEMENT~ IT INFRASTRUCTURE MANAGEMENT ~ CONSULTANT ~ TECHNICAL SUPPORT

*Offering an impressive **experience of 7.6 years** in delivering optimal results and business value via technology solutions;*

PROFILE

Technically competent professional with significant experience acquired over the years in diverse areas encompassing **Team Management, Resource Management**, **Project Engineering & Consultancy, IT Infrastructure Management, Microsoft Cloud Administration for Worldwide education institutions, Consultation and Implementation, System Administration & Troubleshooting, IT Operations, Client Relationship Management, Trainings and Team Management.** Currently spearheading as a **Technical Specialist for Cloud in Alaska Airlines (USA) with Zensar Technologies.**

Well versed in **directing, defining and coordinating with different teams also establishing objectives, developing requirements,** reviewing proposals and monitoring any forthcoming issues.

Proficient in **Project Planning & Execution, Requirement Analysis, Implementation and Technical Support** in alignment with detailed functional and technical requirements.

Proactive and **goal-oriented professional with established record of success in leading corporate technology initiatives**; flexible and able to adapt quickly to changing business environments and needs ensuring the delivery of new projects.

Areas of Expertise

Project Management	IT Consulting	Infrastructure Integration	Technical Support Functions
SLA Management	Team Management-Development		

Technical Skills Set

Skill Set & Technologies	Active Directory Federation Services (Security - Office 365), Office 365, Exchange 2013, Office 365 Mail flow analysis, Directory Synchronization, PowerShell, Migration, Exchange Online, Azure, business requirement analysis, Customer Relations
Client Operating Systems	Windows 7, Windows 8, Exchange 2010 and 2013 with respect to Cloud

Certifications

Microsoft 70-346 Managing Office 365 Identities and Requirements.

Microsoft 70-347 Enabling Office 365 services.

Completed Certificate course on German from Goethe institute.

PROFESSIONAL EXPERIENCE

ZENSAR TECHNOLOGIES
Technical Specialist

Instrumental in:
- Preparing proposals for client regarding the different technologies that would benefit the organization.
- Structuring POC for the upcoming and current developments in Office 365 for the client environment.
- Implementing projects related to different technologies of Office 365.
- Coordinating with teams to get the project implemented in time.
- Resolving Office 365 technical queries.
- Managing a team of 3 Office 365 Specialist

WIPRO TECHNOLOGIES
Senior Project Engineer (Consulting)

Instrumental in:
- Coordinating with different teams to make sure result oriented project is delivered.
- Assessing the team member and evaluating their performance to deliver good results beneficial for organization.
- Working on team bonding via conducting team meetings to make sure milestones are reached.

- o As Consultant to the team members for any issue resolution.
- o Providing new vision to the clients for the betterment of their IT, hence helping the organization to gain more projects from the client.
- o Providing IT training and conducting assessments for the team members to know the knowledge measure for the betterment of project and helping the team to stay updated.

CONVERGYS INDIA PVT. LTD.
Technical Leader – Microsoft Cloud (Office 365) for Worldwide education institutions

- o Technical Lead for Microsoft Office 365 (EMEA). Understanding the current IT infrastructural design of Microsoft clients worldwide. Assisted Microsoft clients in implementing new cloud infrastructures for Office 365. Responsible for troubleshooting Cloud based queries of IT administrators.
- o Handled a team of 21 technical specialists for cloud
- o Responsible for coordination between European, Middle Eastern and Indian Office 365 teams for successful implementation, providing timely and swift resolutions to the clients.
- o Assisted teams to improve their knowledge and work according to a plan for complex scenarios.
- o Responsible for setting up process to be followed and security measures for the client.
- o Delivered Technical and managerial Triages on deep dive issues.

AMBIKA ENTERPRISES
Desktop Support

Setting up desktops computers and laptops.

Installation of operating systems and other software.
Train end users on usage of hardware and software.

Handling of sales and purchase of computer hardware and software. Maintenance of printers and resolve associate problem.

Installation of security updates and maintaining the devices/systems up to date.
Monitoring the systems for any suspected malware

Learnt and trained other user to use Microsoft word, Outlook 2010.

Analysis, diagnosis and troubleshooting technical problems related to desktop computers, laptops.

EDUCATIONAL CREDENTIALS

MBA (Information Systems), 2011
Swami Ramanand University, **80%**

Bachelor of Computer Applications, 2009
Swami Ramanand University, **70%**

XII, 2005
Latur Board**, 69%**

X, 2003
Latur Board, **70.4%**

Academic Projects Undertaken

Title	Retailing Management
Role	Creation of database and managing database
Environment	Designing, coding, testing, and debugging: Java, MS Access, HTML - Front end is of Java and backend is of MS Access, where Access was connected with Java JDBC interstate classes and functions.
Duration	1 Month
Synopsis	The project deals with Retail Management software which can be used to deliver the retailers a reliable service, managing inventory and sales.
Title	European Networks
Company	Eu Networks GmbH, Frankfurt am Main, Germany
Role	Handled the Network Operations Center and also the Information Technology
Duration	45 Days
Synopsis:	Network Operations Center

24*7*365 days monitoring of Layer 1, Layer 2 and whole European euNetwork net.

Admissions, escalation and coordination of customer-side to announce mistakes and its removal in liaising with customers.

Reactions to network of alarm and its removal in cooperation with the internal departments.

<u>Information Technology</u>

Management of inventory equipment, patching cables, re-cabling user's desktop equipment, set up of server and user operating systems, etc.

Achievements

- o **Represented India** in the MBA internship program in **Germany** for many weeks in an ISP called European Netwrks
- o Secured1st position in Paper Presentation on **"Hackers and their Weapons"** in Inter Marathwada University Technology competition in 2008.
- o Got 2nd position in IT quiz (Team) in Inter Marathwada University Tech. Competition 2008 and 2009 as well. Presented a paper in the National seminar on **"Small and Medium Scale Enterprises".**
- o Stood 1st in Computers Club quiz in District level.
- o Graded 3rd position in National Science Competition.
- o Ordered 214th at National level and 38th at State level in **"National level Science Talent Search".**
- o Entitled as Youth Sikh Icon from World Sikh organization.

Languages Known: English, Hindi, Punjabi, German and Marathi.

References: Available on Request