ANIL KUMAR CHAUHAN

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Think Strategically, Execute Tactically!

ITIL Certified, Strong Technical Support resource offers a wealth of technical. Professional possesses extensive knowledge and keeps constantly updated on changes in the field to remain current. Offers nine years of experience a Bachelor's degree in Information Technology and excellent customer service skills

Core Qualifications

- Strong technology skills
- Provides consistent leadership
- Good motivator
- Monitors technical support staff
- Excellent communication skills
- Dedicated to customer service

- Great writing and verbal skills
- Outstanding analytical, problem-solving, and
- troubleshooting ability
- Customer service and interpersonal skills
- MS Office proficiency and tracking-software
- Superior communication (oral and written),

Experience Recital

- Worked as Team Lead for Internal IT Support Team at HCL Technologies Limited from December 2013 to 18th October 2016.
- Worked as Desktop & Application Support Engineer at PATNI Computers Limited (Now Called Capgemini) from June 2008 to December 2013.
- Worked in Internal IT Support at Keane India (Now Called NTT) from March 2007 to June 2008.

Work Assignments

- **HCL Technologies**

  HCL Technologies Limited is an Indian multinational IT services company with revenue of 6.1 billion USD (FY 15) with overall employee strength more than 100,000. HCL Technologies offers services including IT consulting, enterprise transformation, remote infrastructure management, engineering and R&D, and business process outsourcing (BPO)

Designation: Deputy Manager (Joined in as Technical Lead)
Role: Team Lead – Internal IT Support Team

My Key Responsibilities:

To provide IT support with maximum performance and availability in 24*7 Operations and keeping all the projects on BAU mode.

IT support to 100K members and Handling of Infrastructure Management Devices (Microsoft Servers, Exchange Server, Network).

- Active Directory Administrator

  - Managed User Accounts on Windows Platform (Creation, Deletion, Permissions, and VPN Access).
  - Developed organizational units in Active Directory (AD) and managed user security with group policies.
  - Created and maintained email addresses and distribution lists in MS Exchange.
  - Administered 97 Active Directory (AD) domains and related services supporting 100 K users and 500 K clients

- Managed Group Policy Objects (GPOs) throughout the Active Directory (AD) enterprise
- Administered DNS, DHCP and WINS.
- Created user ID's, roles, groups OU's etc.
- Shared Folders: Create, delete, modify shares; grant access and setting up filtered folders

System Center Configuration Manager

- Administer Microsoft SCCM 2012 environment, including creating or editing security groups, application deployments, patch management, general troubleshooting, log analysis, upgrade and recommendations on current infrastructure.
- Create VDI images (SOE). Create SCCM packages for multiple companies located in US and overseas.
- Test VDI images for proper functionality with business users.

Microsoft Packages / Citrix and other application support

- Installing software, patching, upgrading, and maintenance of operating system and configuring the peripherals, components and drivers.
- Updating Microsoft Servers for the critical updates, Security updates, Service packs, Drivers, Patches & Hotfixes released by Microsoft & Other Vendor after setting GreenZone with Approved RFC.
- Machine Exposure to Dell, Apple, HCL, IBM, Lenovo, Compaq, HP.
- **Dealing with applications Issues** (Microsoft Packages, Citrix, Java, Plug-ins, VMware MDM, in-house apps) / Hardware issue/support queries Provide user data and application recovery.
- Providing Support for Mobile Devices (Android, IOS, Blackberry) – Email, Official Apps.
- Recovering of User Data from Hard Drives. Regular Backup & Archive maintenance (NAS Server).
- **Preventive Check-up** - Use diagnostic tools to troubleshoot problems associated with OS/Hardware and Other software
- Use tools and methodologies to load copy and customize operating system configurations for deployment.
- Reviewing and updating Symantec Antivirus on Standalone machines.
- Provided remote support to HCL employees in over 36 countries. .
- Handling all Severity 1 & 2 issues individually while coordinating with Customers, Other IT Teams & Vendors.
- Escalate issues and involve experts wherever required in order to resolve issues as quickly as possible
- Dealing with queries by following departmental procedures for fault resolution
- Familiarize end users on basic software, hardware and peripheral device operation
- **Maintains I.T. records and tracking for area of responsibility (Tickets). – Service Now, Remedy.**

Networking

- Model and forecast LAN traffic to ensure sufficient capacity is in place to meet growth.
- Managing network physical connectivity between sites (TCP/IP).
- Reviewing Network Slowness (Internet, Intranet).
- Raising RFC to Open Blocked URL on Network as per request received from End user with Approval.

Customer Services:

- Logging of Tickets (Incidents, Request & Change Request), Resolution within SLA.
- Managed a high-volume workload within a deadline-driven environment. Resolved inquiries while consistently meeting with performance benchmarks in all areas (speed, accuracy, volume).
- Became the lead "go-to" person for new reps and particularly challenging calls as one of the company's primary mentors/trainers of both new and established employees.
- Build and maintain successful relationships with service providers, dealers, and customers.
- Maintain composure and patience in face of difficult customer situations.
- Assist management with scheduling, service protocol improvement, and quality assurance.

➲ Worked with **IGATE (Now Capgemini)** from June 2008 to December 2013.

Designation: Sr Team Leader. Joined in as Analyst in June 2008
Role: Desktop Support Engineer

Responsibilities

- Assembling of computer, Installation of Operating Systems and other software.
- Troubleshooting of Hardware, Operating System and Network.
- Installation, maintenance of other computer peripherals such as Network printers, modems, CD Rom and Writers.
- Providing the Telephony support and Remote support to field Engineer for the Critical calls.
- Support and maintain end user requirements, including troubleshooting, account maintenance and training
- Working on Tickets as per SLA basis to meet customer requirements
- Installing and configuring network operating system, hardware devices and drivers.
- Handling of issues related to Desktops and Laptops both Application and hardware support.
- Installing Active Directory Creating Users.
- Service Desk support (Application Support. Incident Management, Batch Support, Environment Monitoring Prod.
- Responsible for monitoring, operating, managing, troubleshooting and restoring to service any terminal service client, personal computers (PC) or notebooks that has authorized access to the network
- When the restoration is beyond the scope of the computers, laptops, printers and any other authorised peripheral equipment the Desktop Support Administrator will escalate the issue/problem to proper tier 3 support team member0
- Develop trends by monitoring and analysing incoming calls, problems and support requests.
- Customize desktop hardware to meet user specifications and site standards
- Performs work in compliance within specified warranty requirements
- Returns defective equipment/parts to maintenance inventory, documents customer repairs, maintains and restocks assigned parts inventory to insure proper spare parts levels
- Safely package equipment for branches and arrange for the transport of the equipment

➲ Worked with **NTT DATA (Previously Known as Keane India)** from March 2007 to June 2008 as Senior Executive worked on Global Security Administrator Role – IT Support.

Academic Credentials

➲ Graduate - Bachelor in Computer Application – 3 Years
➲ Diploma in Computer Teacher Training (A++) – 1 Year
➲ Completed Senior Secondary (XII).

Certifications

➲ ITIL V3 Certified - **(Certificate Number # GR750064123AC, People Cert)**
➲ HCL Global Project Framework – Transition & Transformation - Year 2015 & 2016
➲ HGPMF Lite and BAU Project Guidelines - Year 2015 & 2016
➲ Computer Hardware & Networking Training

Awards

➲ Awarded with "Dream Team" for 2011 in PATNI (Team Lead).
➲ Awarded with "Coment Jewels" consecutive for last 7 quarters.
➲ Awarded with "League of Outstanding HCLites" for year 2014-2015.

Personal Details

➲ **Visa:** Work Permit (Visa Valid Up to August 2017 however extension of 1 year should be granted on the basis of my spouse visa till August 2018).
➲ **Language Proficiency:** English & Hindi