Sandeep Nayak (MCA, MCITP)

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**PERSONAL SUMMARY**

A multi-skilled IT support manager with good all-round supervisory and technical expertise. Very capable with a proven ability to ensure the smooth running of ICT systems and to provide IT services that will improve the efficiency and performance of a company. Extensive practical knowledge of complex systems builds, hardware and software testing, network support, technical support.

Looking for a new and challenging managerial position, one that will make best use of my existing skills & experiences also further my personal development.

**AREAS OF EXPERTISE**

* Technical Problem Solving and Analysis, Leadership Development
* Staff Supervision, Process Improvement, Target Achievement
* Relationship and Team Building, Training and Development, Strategic Planning
* Customer Relations, Project Coordination, Policy Development
* Coaching, Effective Communication Skills, Detail Oriented

**KEY SKILLS AND COMPETENCIES**

* Microsoft Operating Systems(2k3,2k8) & Application Servers Installation, Configuration & Troubleshooting
* Microsoft SQL 2005 Data Base Servers, FTP servers, RDC-Terminal Server, DNS, DHCP etc.
* Networking (LAN,WAN) & Hardware Installation, Configuration, & Troubleshooting
* Familiarity with Enterprise ERPs, Microsoft Office, Oracle Open Office, and other Windows base computer application.
* Ability to logically and systematically analysis and solve software & hardware problems, able to learn and use new technologies, customer handling and support.
* Ability to express technical concepts and procedures clearly, precisely, and in easy to understand information, verbally and in writing, good interpersonal/customer relations skills, Ability to accurately estimate test tasks times.
* Possesses personal traits of positive attitude, inquisitiveness, self-motivation, sensitive to schedule demands, enthusiasm for new challenges, user-centric, receptive and supportive of team efforts.

**WORKING EXPERIENCE**

**Naagal Garment Industriez Pvt. Ltd.**

IT Manager **(**Feb 2008 – Present)

Naagal Garment Indz Pvt Ltd is a faster growing garment company of India, having around 250+ exclusive brand outlet in india, brand name is ClubFox with Head quarter located at Jabalpur and Corporate Office in Mumbai.

**Responsibilities**

* Introducing and integrating new technologies into existing working environments.
* Installing Maintaining Data Base, FTP, Terminal (RDC) and Proxy Window base Servers and PCs.
* Performing routine audits of systems and software.
* Applying operating system updates, patches, and configuration changes.
* Analyzing system logs and identifying potential issues with computer systems.
* Adding, removing, or updating information, resetting passwords, etc.
* Responsibility for IT security.
* Responsibility for documenting the configuration of the system.
* Keeping track record of IT inventory.
* System performance tuning.
* Performing backups.
* Ensuring that the network infrastructure is up and run.
* Supervising and training of technical team and computer operators or end user.
* Troubleshooting any reported problems and answering technical queries.

**Smart Chip Limited**

Technical Support Engineer **(**Jan 2006 – Jan 2008**)**

Smart Chip Limited is a leading company in smart cards management systems. As a Technical Support Engineer, I was supporting MP - Road Traffic Office(RTO) Management System which is developed on Smart Card for Driving License and Vehicle Registration . It was developed with the goal of using smart card technology and providing standardized software that uses this technology to extend benefits to RTO working.

**Responsibilities**

* Implementation and maintenance of windows server 2000, Microsoft dot net framework with IBM DB2 and RTO management s/w at server and client end.
* Troubleshooting any reported H/w And S/w problems and answering technical queries.
* Involved in technical implementation planning and configuration of new projects.
* Supervising and training of computer operators or end user and operation supports to multiple sites.
* Performing backups.
* Ensuring that the network infrastructure is up and run.
* Other duties is include scripting or light programming,
* Project management for systems-related projects.

**ACADEMIC QUALIFICATION AND CERTIFICATION**

* Master Of Computer Application from Punjab Technical University - Jabalpur
* Bachelor of Computer Maintenance & Science from Rani Durgavati University - Jabalpur
* Microsoft® Certified IT Professional (MCITP)
* Microsoft® Certified Technology Specialist (MCTS)

**PERSONAL SKILLS**

* Decision making
* People skills
* Leadership skills

**PERSONAL DETAILS**

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| --- | --- | --- |
| Father's Name | : | Mr. R. K. Nayak |
| Date of Birth | : | 10/02/1981 |
| Current Address | : | A202, Sharda Kutir, Ambadi Road, Vasai(W), Mumbai(MH) |
| Permanent Address | : | House# 111, Nohta, Damoh (MP) |
| Nationality | : | Indian |
| Marital Status | : | Married |
| Languages Known | : | English, Hindi |

**REFERENCES**

Available on request.

Sandeep Nayak