# HIMANSHU SHUKLA

Scaling local companies into global leaders with Technology

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Results-driven IT Manager with experience in overseeing complex IT operations, ensuring optimal system performance, and leading technical teams to successful project completions. Skilled at developing and implementing robust IT strategies, managing network infrastructure, and enhancing cybersecurity measures. A conscientious leader who values order and precision, committed to delivering high-quality solutions with minimal errors, and fostering productive work environment.

## TECHNICAL PROWESS

ITIL · ITSM · ITAM · ITOM · POS · ISO 27001 · GDPR · HIPAA · DLP · Backup & Recovery

M365 · GCP · AWS · Data LifeCycle Management (DLM) · Network · Server · Hardware · Firewall

POS · Security- Cyber /Cloud /Network, Hardware · ISMS & QMS · D365 · Operating Systems · Encryption

Escalation Management · Team Management · IT Documentation · Solution Architect · IT Budgeting

IT Policies · Incident Management · Risk Assessment · Vulnerability Management · SIEM · SSO · Jira

Enterprise Apps & API Management · Domain and Website Management · IT Policies · Vendor Management

Monitoring · Plesk Panel · WordPress · Proofprint · Cloudways · VoIP · cPanel · Virtualization

Solid CP · Cloudflare · Programming – C++ /Python /SQL · Omni Channel · ZOHO · SharePoint Admin

MS Azure · Teams Admin · Khoros · MS Purview · MS Exchange · cPanel · IAM · SOP's

## PROFESSIONAL EXPERIENCE

**IT Manager (Engineering Manager)**

July 2023–July 2025

My Care International | Punjab /My Care Labs, Fremont

- IT Infrastructure Development: Spearheaded the development and implementation of IT infrastructure from the ground up for My Care Labs and My Care International
- Cloud & Data Management: Managed AWS, GCP, M365, and Azure cloud environments, ensuring seamless cloud operations
- Migrated M365 from GoDaddy to Microsoft directly, ensuring all organizational data remained intact

- Data Governance & Security: Utilized Microsoft Purview for robust data governance, security, and risk management, ensuring compliance with industry standards

-  Ensured compliance with GDPR, India's DPDP Act, HIPAA, and global privacy laws, establishing policies for data lifecycle management and privacy impact assessments.

- Enforced enterprise security practices including firewalls, endpoint security, cloud security controls, and regular risk analysis.

-  Managed Microsoft Purview for data governance, risk management, and compliance mapping.

- Website Migration & Maintenance: Orchestrated the seamless migration of the company's website from WordPress to React, ensuring all integrations were preserved

- Managed DNS records, security protocols, and regular backups

- HL7 Integration & Compliance: Collaborated closely with HL7 specialists to ensure proper integration in alignment with CDPH regulations

- Worked with vendors to maintain HIPAA compliance

    IT Policies & Strategy: Designed and implemented comprehensive IT policies and strategies, fostering a secure and efficient IT environment

- Stakeholder Collaboration: Engaged with stakeholders to identify and meet IT needs, delivering solutions that align with business goals

- Systems Launch & Budget Management: Successfully launched all IT systems and services on schedule and within budget, contributing to organizational growth

- Team Leadership: Led the recruitment of technical talent for core IT, HL7, and Development teams, building a strong foundation for organizational success

- Cloud Optimization & Monitoring: Deployed necessary cloud policies, actively monitored logs and events, and kept OneDrive and SharePoint optimized for performance

- Supervised and managed day-to-day operations of IT department by overseeing projects and providing technical support to staff.

- Developed and maintained IT infrastructure, including servers, networks, and storage systems.

- Provided users with IT support to deliver optimal customer service.

- Performed regular maintenance activities to keep systems running smoothly.

- Oversaw hiring and training of IT workers to confirm meeting of company objectives.

- Analyzed business requirements to design appropriate IT solutions.

- Coordinated and implemented new IT projects or initiatives to meet departmental goals.

- Trained staff on the use of new technologies and procedures.

- Managed delivery of projects and programs to achieve desired quality outcomes.

- Cooperated with department heads, managers, and supervisors for creation of coherent goals for IT department.

- Managed department budget by reviewing invoices for accuracy and approving payments.

- Implemented security policies and procedures to ensure data safety.

- Evaluated usage of company technology by identifying potential areas of improvement in software upgrades.

- Evaluated existing systems architecture against best practices to drive optimization efforts.

- Assessed vendor proposals for products or services related to IT needs.

- Negotiated pricing agreements with vendors for hardware and software purchases.

- Designed disaster recovery plans for critical applications in case of outages.

- Resolved conflicts between stakeholders regarding technology decisions.

Asst. Team Lead (Asst. Lead Engineer)

Jan 2022–Feb 2023

Eminenture Private Limited | Delhi

- To provide high-level technical and project management leadership in the IT department
- Manage all aspects of Tech Support, including planning, estimation, estimation quality, tracking progress, and risk management
- Manage projects with multiple dependencies, including external vendors, internal teams, and customer expectations
- Clinch the technical feasibility of projects through research, analysis, and product evaluation
- Assure that the team adheres to a rigorous development process with well-defined checkpoints to track progress
- Designed and led implementation of secure IT infrastructure, overseeing cloud security (AWS, GCP, Azure, M365), firewalls, and intrusion detection/prevention across domestic and international sites.
- Led ISO 27001 and SOC 2 framework-based information security programs, aligning security controls with industry standards.
- Applied strong expertise in identity & access management (IAM), SSO, and cloud-based DLP to enforce principle of least privilege and robust access controls.
- Lead design discussions (future implementation) and ensure that designs are well-thought-out, documented, and conveyed to the entire team
- Create project plans with timelines and milestones and taking participation in audits like QMS, ISO, ISMS, etc
- Work closely with customer care representatives to identify any potential issues in the field
- Ensure that all documentation is up-to-date, including user management and the IT dashboard ☐ Keep an eye on KPIs like bug counts, customer happiness, etc., and make improvements as needed ☐ Analyzed data from customer feedback surveys to improve service delivery standards.
- Trained, mentored and supervised junior staff members in customer service techniques.
- Ensured compliance with all relevant policies, procedures, regulations and laws.
- Conducted periodic reviews of employees' performances against set objectives.
  Organized regular team meetings to discuss progress and challenges faced by the team.
- Drafted new policies and procedures as needed according to changing business needs.
- Resolved conflicts between employees by providing effective mediation services.
- Identified skill gaps within the team and provided appropriate training solutions.
- Delegated tasks to team members according to project requirements and employee strengths.

Sr. Desktop Engineer

April 2021–Dec 2021 Eminenture Private Limited | Delhi

- Review customer requirements and translate them into a technical solution
- Ensure that the team is staffed appropriately in terms of both skills and numbers of people
- Work with engineering team members to ensure that they are meeting deadlines
- Regularly conduct IT training sessions for the employees and new recruits of the organization
- Create activity reports by watching user behavior on terminal servers
- IT domain management expertise, customer service management, equal job distribution, escalation management for business units affected by outages, and timely support by building a bridge between various providers ☐ Directing and assisting the engineering team
- Giving them regular chores to do
- Monitored server performance by utilizing system monitor tools like Nagios or SolarWinds Orion Network Performance Monitor.
- Analyzed logs from event viewer to diagnose any potential system errors or malfunctions.
- Deployed patches and service packs to ensure that all computers are running the latest version of Windows operating system.
- Utilized remote access tools such as TeamViewer to provide remote assistance to end users.

□
- Performed system backups using various backup solutions such as Acronis Backup and Recovery and Symantec System Recovery Manager.

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**Sr. Tech Support Engineer (Sr. Representative)**
Concentrix Technologies India Pvt. Ltd. | Gurugram                    July 2020 – March 2021

- As a Senior Representative, I was in charge of meeting business objectives and managing domestic and international chats, calls, and emails for the HP Technical Chat Process initiative
- Establishing and maintaining new HP consumer and business tickets over the phone or chat (important), deleting them after permanent fixes are started
- Ensuring the consumers' satisfaction with escalated cases
- Collaborating with Team Leaders on improvement initiatives
- In addition, offering tight post-sales support to HP customers through the sale of accessories and extended care packs, resolving hardware and software issues via chat and callbacks, and onsite creation upon request
- Create an individual assistance plan with the least number of resources possible, then develop and implement it
- Make sure that cases are handled in a way that guarantees end-to-end resolutions (goal)
- Mentored junior system engineers and coached team members in continuous integration and delivery events.
- Installed and configured various operating systems, including Linux distributions and Windows Server.
- Read trade magazines and technical manuals and attended conferences and seminars to maintain knowledge of hardware and software.

**Hardware Network Engineer**
Lovely Public Sr. Sec. School | Delhi                    July 2019 – July 2020

- I oversaw H.O
- And other branches in Delhi while working in the head branch (Priyadarshani Vihar)
- I frequently went to the branches and gave remote support if needed
- Managing IT asset trades and purchases
    Once again, I had developed and implemented the star topology among the technological equipment, such as desktops, laptops, printers, etc
- Carried out Client Server Modal
- Used the DC to manage and control numerous devices
- In a single branch, managed more than 800 computers, 40 printers, IoT, POS, UPS, speakers, switches, routers, and other gear
- Delt with IT trash, among other things
- Instantaneous Support was given to the teaching personnel and support team
- Ensured customer satisfaction while resolving the issue
- Deployed wireless networks with 802.11a, b, g, n standards for both indoor and outdoor environments.
- Created firewall rules to limit external access to internal resources in accordance with company policy.
- Maintained up-to-date documentation of all changes made to the network infrastructure throughout its lifecycle.
- Developed network diagrams to document existing and proposed network topologies.
- Conducted regular maintenance tasks on equipment such as patching cables and updating firmware versions on various devices.
- Performed troubleshooting of complex networking issues involving routing protocols, switching technologies, VPNs, and DHCP.

**Desktop Support Engineer**
Brilliant Insurance Broking Services Pvt. Ltd | Vaishali                    Jan 2018 – July 2019

- I was the only person in the company in charge of the whole IT Department

- Responsible for overseeing the H.O and the outlying branches across India
- Creating the IT equipment's monthly health report
- I put network authorization, sharing, and security into practice
- Monitored system performance metrics to ensure optimal operation of all IT resources within the organization.
- Provided customer service by responding promptly to requests from internal and external customers.
- Diagnosed hardware and software problems, performed troubleshooting steps to resolve issues.
- Conducted regular system backups ensuring data integrity is maintained in case of disaster recovery scenarios.
- Provided technical assistance to users in person, over the phone and via remote access tools.
- Implemented best practices for security measures such as patch management, antivirus protection.
- Tested new technologies before deployment into production environment to assess compatibility and reliability.
- Trained new staff members on use of computer systems, software applications and network resources.
- Created documentation including user manuals and technical guides for end users.
- Performed system updates, upgrades and maintenance tasks on Windows-based systems.
- Maintained inventory records for all hardware assets deployed across the organization's sites.
- Configured and installed hardware components such as PCs, laptops, printers and other peripherals.
- Collaborated with 3rd party vendors regarding procurement of hardware and software products required by the organization.
- Supported VoIP telephone systems by configuring extensions, programming features and setting up voice mailboxes.
- Developed training materials and procedures, and train users in proper use of hardware and software.
- Conferred with users, and conducted computer diagnostics to investigate and resolve problems and to provide technical assistance and support.

## EDUCATION

M.sc Information Security

Nov 2026

Indira Gandhi National Open University

PGDCA_NEW

Nov 2026

Indira Gandhi National Open University

Bachelor Of Arts

Jan 2020 Veer Bahadur Singh Purvanchal University

Diploma in Hardware Network Plus Cloud

Sep 2017

Jetking Infotrain Limited

HSC

April 2016

Dr. Rajendra Prasad Sarvodya Vidyalya (President Estate)

SSC

April 2014

Rajkiya Sarvodya Bal Vidyalya No.2

## CERTIFICATION

Certified in Cybersecurity (CC)

March 2025

ISC2

ISO/IEC 27001 Information Security Associate™

March 2025

SkillFront

Project Management Essentials Certified

March 2025

Management & Strategy Institute

Six Sigma White Belt Certification

March 2025

Educate 360

CPanel Professional Certification (CPP)

March 2025

cPanel

Responsible Red Teaming

March 2025

The Taggart Institute

Learning Microsoft 365 Copilot and Business Chat

March 2025

LinkedIn

Generative AI for Business Leaders

March 2025

LinkedIn

Vulnerability Management

March 2025

Qualys

Vulnerability Management Detection and Response

March 2025

Qualys

The Cybersecurity Threat Landscape

March 2025

LinkedIn

SolusVM 2 Professional

March 2025

Solus VM

Programming 100: Fundamentals

March 2025

TCM Security

Practical Help Desk

March 2025

TCM Security

Microsoft Security Essentials Professional Certificate by Microsoft and LinkedIn

March 2025

LinkedIn

Linux 100: Fundamentals

March 2025

TCM Security

IT for Business Success

March 2025

HP Life

Career Essentials in System Administration by Microsoft and LinkedIn

March 2025

LinkedIn

Introduction to Cyber Security