



# JOSHI MILANKUMAR R.

Senior Analyst at Birlasoft Limited  
(CK Birla Group)

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January 30, 1994

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Milankumar Joshi

## SKILLS

IT Infrastructure Services

IT Asset Management

Vendor Management

Network Administration

Configuration Management

IT Team Management

Incident Management

System Monitoring

SAP S/4HANA

MS Office

## LANGUAGES

English

Proficient

Hindi

Proficient

Gujarati

Expert

## CERTIFICATIONS

ITIL® 4 Foundation (October 09, 2021)  
PeopleCert

Certified ITIL 4 foundation in IT service management with over 7 years of valuable experience in IT infrastructure management, asset management, network management, incident management, vendor management, infrastructure planning, and expertise with Windows environment and adhering to the ITIL process.

## WORK EXPERIENCE

Birlasoft Limited (CK Birla Group) (November 04, 2019 – Present)  
Senior Analyst

Client name: UltraTech Cement LTD. (Wanakbori Cement Works)

- Ensure that IT infrastructure systems, such as network infrastructure, servers, storage, desktops and laptops, hardware and software, and peripherals, are implemented, monitored, maintained, upgraded, and administered to meet availability, performance, and security goals.
  - Create and maintain the IT (Capex/Opex) budget for the unit. Additionally, PR creation for Capex/Opex in SAP Hana. Payment processing, monitoring, and tracking of IT assets with the aid of the account department. Material and service bills. (GRN procedure, verification of invoices) The payment process.
  - Responsible for day-to-day system administration, including management of internal network, VPN, Microsoft Active Directory (AD) and system backups.
  - Manage IT service desk and other IT-related issues; generate monthly MIS report; manage multi-location connectivity in plant via OFC and RF links.
  - Providing technical support and handling all incidents via phone / email as soon as possible and closing incidents using the IT helpdesk's ticketing tool within the minimal SLA time.
  - Keep track of all IMAC (Installation, Movement, Addition, and Change) activities and keep all documentation up to date in accordance with ISO 27001.
  - Manages a team of IT professionals and ensures that all systems are up-to-date and secure.
  - Day-to-day operations of the IT support team and ensures that issues are resolved in a timely manner.
  - Works with Head of IT to establish standards and best practices for managing internal infrastructure, including network, access rights, desktops, servers, internal applications.
  - Knowledge of Windows OS, Active Directory, SCCM, Antivirus, Office 365, e-Mail Services, Mobile devices, Collaboration Software and other end user computing device Technologies.
- <https://www.birlasoft.com/>

TRS Staffing Solutions (I) Pvt. Ltd. (July 08, 2017 – October 31, 2019)  
IT Engineer

- Supervision and coordination of the SVC (Smart Virtual Class) project.
  - Remote administration and management of the customer's on-site equipment.
  - Resolving and diagnosing problems at remote working locations using the remote-control software tool.
  - Provided end-to-end system solutions to support the SVC Project.
  - Support and roll out Microsoft Office, Windows 10/8, and other software for the office environment.
  - Install, configure up, and maintain network services, equipment, and components.
  - Dealing with TCP/IP, DHCP, DNS, and Ethernet.
  - Setting up, monitoring, and installing new hardware and software, etc.
  - Troubleshooted and resolved software/hardware issues on PCs, laptops, and workstations.
- <https://www.trsstaffing.com/india>

Ishan Infotech Ltd. (May 03, 2016 – June 30, 2017)  
Network Engineer

- Practical knowledge of LAN networking, routers, and switches.
  - Installation, configuration, and upkeep of network services, equipment, and devices.
  - Basic networking and TCP/IP configuration.
  - Network troubleshooting and surveillance.
  - Installing, setting up, and keeping track of new hardware and software, etc.
  - Server management and antivirus software control.
  - Working knowledge of cabling, crimping, and punching.
  - Knowledge of DNS, DHCP, wired and wireless networks, and network administration.
  - Manages the backup and restore protocol for the entire system.
- [https://ishanitech.biz/ishan\\_infotech/](https://ishanitech.biz/ishan_infotech/)

## EDUCATION

Narsee Monjee Institute of Management Studies (NMIMS) (January 01, 2022 – Present)  
M.B.A, Information Technology and Systems Management

Ganpat University (July 01, 2011 – May 03, 2015)  
B.Tech. , Electronics and Communications 7.22 CGPA

Ambe Vidyalaya, Vadodara (June 13, 2009 – May 12, 2011)  
HSC, Science 64%

Kishore Academy, Junagadh (May 01, 2008 – May 31, 2009)  
SSC, Common 71.71%