***Arun Kumar***

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***Executive Summary:***

* ***Over 11 years of experience in Managing IT Operations.***
* ***Good Experience on Incident & Problem Management, Change Management and Asset Management.***
* ***Service-oriented with Analytical and Problem Solving skills.***
* ***Maintained and Improved SLA’s, and drive operational excellence.***
* ***Excellent ability to handle IT project and complete it within time and budget.***
* ***Well organized, focused, result oriented with an ability to work under pressure to meet deadlines.***
* ***Excellent interpersonal, communication, team building and management skills***

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***Work Experience:***

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| --- | --- | --- | --- | --- |
| ***Name of the Company*** | ***Name of Client*** | ***Duration*** | ***Role*** | ***Summary of work done*** |
| ***Pentagon System & Service Pvt. Ltd.*** | ***Reliance Nippon Life Insurance Co. Ltd*** | ***April 2016 - Till date*** | ***Service Delivery Manager*** | ***Vendor Management, MIS, Asset Management, Branch Rollout ,*** |
| ***PCS Technology*** | ***Reliance Nippon Life Insurance Co. Ltd*** | ***June 2008 - March 2016*** | ***Service Delivery Manager*** | ***Vendor Management, MIS, Asset Management, Branch Rollout*** |
| ***CMS Computer*** | ***Hindustan Times / SBI Life & Bharti Airtel*** | ***Dec 2006 - June 2008*** | ***FM Engineer*** | ***Technical Support, MIS, Server backup/Restore*** |
| ***R.G Software & System Pvt. Ltd*** | ***BSNL & Medical Collage*** | ***Dec 2005 - Dec 2006*** | ***Customer Support engineer*** | ***Customer Support, Field Support, Networking Support, Network established at Entire Hospital Campus*** |

***Roles & Responsibilities***

* ***IT Operation Management for Bihar , Orissa & Jharkhand region comprising 150 branches.***
* ***Asset Management comprising more than 2000 Assets (Laptops/Desktops/VDI/Printers/Scanners/Routers etc.)***
* ***Call Analysis, guiding the team and ensure that the tickets are resolved within SLA.***
* ***Vendor management and procurement of faulty parts and repairs.***
* ***Technology roll-out and ensuring that all systems are meeting Compliance to set Information Security Policy.***
* ***New Branch setup in the region and ensure existing branches have assets as per the standard operation environment.***
* ***Induction and IT Awareness training for new joiners and existing employees.***
* ***Visiting major branches to understand ground level IT issues and resolve them to the satisfaction of business.***

***MIS & Activity***

* ***Responsible for monthly submission of the MIS report as per the defined format. Ensuring that the MIS report incorporates reports of all deliverables as per SLA.***
* ***Review of all process and technical documents onsite and periodic updation of the same.***
* ***Review of the asset inventory and ensuring updation of the same across all sites***

***Technical***

* ***Sound knowledge of basic concepts of hardware and software and strong troubleshooting skills in desktop, laptops, peripherals, application support and remote management.***
* ***Good exposure to Windows 98 / Windows XP /Windows 2000 Professional and other desktop operating systems.***
* ***Sound knowledge of installation, configuration and troubleshooting of mail clients like Lotus Notes.***
* ***Sound knowledge of basic concepts of networking, TCP/IP, and LAN troubleshooting.***
* ***Working knowledge of antivirus applications like Mcafee, Symantec Antivirus etc.***
* ***Android Mail Configuration.***
* ***VDI ( Virtual Desktop) Installation and Troubleshoot.***

***Certification & Education***

* ***Certified H/W and Networking Engg .***
* ***Bachelor Of Computer Application Degree.***

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***SCHOLASTICS:***

* ***Completed Higher Secondary Examination from PSEB, Punjab.***
* ***Completed Secondary Examination from PSEB, Punjab.***

***Date:***

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*Place: (Arun Kumar)*