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| |  | | --- | |  | | **Abhinay Chaudhary**  Senior Engineer-IT   * **IT Professional** offering **6+ yrs,** of rich experience in service delivery, People management, CMT issues, end to end resource management, Project Management, monitoring of camp plan & trouble shooting portal issues, lease line, proactive desk monitoring, DLC, MPLS, NPLC, ILL etc. * Includes direct reporting of 4 project Engineer’s, ~32 field supervisors     Profile Summary  Heading team of 16 members, which includes 4 Project Engineer’s & 12 field supervisor’s in my current engagement in delivery of operational services delivered in sync with the framework and service contract, monitored teams for service availability and run seamless operations. Participated in creation/fine-tuning of policies and procedures with regards to Field operations/ support operations inclined with Organization posture.  Designed & Conducted training programs for employees/contractor’s as per best practices and in sync with organizational requirement.    Work Experience  **Since Feb’18 with Medhaj techno concept pvt. Ltd., Aligarh, as Senior Engineer-IT**  **Key Responsible Areas:**   * Monitoring of camp plan on daily basis & coordination with stake holders for any identified issues. * Proactive tool Management, monitoring & training to contractors. * Creation of daily report and submitting the progress note/status update to command office on daily basis. * End to end Management of project engineer’s & field supervisor’s * Survey of performed work by contractor’s * Monthly meeting with Leadership team & client. * Compliance Management * Managing the clients and acting as a SPOC for queries with regards to Project tasks & delivery Operations. * Creation & Presentation of weekly reports followed by review meeting with leadership/client * Managing role of Project Manager (IT) at Aligarh which includes daily follow-up calls, end to end team and project Management, leasing with vendor’s, third parties/contractor’s with close follow-up     Previous Experience  **Jul’13- Feb’18 with Business Innovation Pvt. ltd., Lucknow, as Technical support Engineer**  **&**  **Sep’11- Jan’13 with Tata Business Support Services Pvt. ltd., Noida, as Technical support Executive**  **Key Responsibility Areas:**   * Proactive alarm based monitoring of ILL, DLC, Leased line, MPLS, NPLC for client. * First level troubleshooting (L1) * Creation of ticket, followed by end responsible / accountability for their resolution. * Escalation of tickets to next level (L2) with details of L1 investigation along with follow-up call and assignment of ticket to their respective queue. * Creation & Management of Control Tower Bridge call for Sev-1 & Sev-2 issues. * Weekly report creation specifying the status of assigned tasks/ticket. * Daily shift Handover | | |  | | --- | | Contact | | abhinay.chaudhary87@gmail.com  +91-9455079955 / +91-7905405356  Plot No:84, Nyay Vihar Colony,  Govindpuram, Sitapur road,  Behind Anil Dharam Khata,  Near Sewa Hospital, Sitapur Road,  Lucknow, U.P -227208, India  **Date of Birth**: 29th December 1987 | | Core Competencies | | * Network & PC support * Leased line Support * CMT * Resource Management * Project Management * Camp Plan * MPLS * ILL * DLC * Report creation * Leasing with vendor’s & third parties * Client & Leadership meetings * Daily/Weekly status update * Risk & Gap analysis * OSI * TCP/IP * Brief knowledge of Router’s & Switches     Certifications   * Network & design certification from HCL | |  | | Summer Training   * Summer training on Network & Security from Sahara India   **Dec’03- Jul’08**  Eigen Technical Services Pvt. Ltd. Gurgaon as Senior Manager – IT  **Feb’02- Dec’03**  Wipro InfoTech Ltd., Delhi as Security and Network Administrator  **Jun’94- Oct’98**  Netlink Business Systems Pvt. Ltd., New Delhi as Network Engineer  **Nov’98-Aug’00**  Microland Ltd. New Delhi as Senior Network Engineer  **Sep’00- Sep’01**  Telecommunications Consultants India Ltd., Delhi as Network & Security Engineer |     Acadmica   * B-Tech (IT) in 2010 from Northern India Engineering College. |