**Santosh Kumar Mohanty**

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**Mob:** **+91**-**8106160200**



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| **Career overview:**  1. As an IT leader with an obsession for customer service, experienced in working with global, hyper-growth and agile businesses, I truly believe that delivering IT solutions is an art. Over the course of my tenure, I have proven to be an exemplary professional with interpersonal skills and a sense of loyalty to both customer and company. I can think analytically and strategically to implement innovative solutions and am highly focused and dedicated when it comes to achieving any task set before me. I have the ability to not only think logically, but also with the heart. |

**TECHNICAL SKILLS**

**Platforms:**

* Windows (Server and Client)
* Mac
* Linux (RHEL 6)
* Chrome OS

**Windows:**

* Administration of Active Directory server
* Managing User Accounts through AD
* DNS, DHCP, IIS servers
* Installation, setup, maintenance and troubleshooting Windows clients
* Imaging, configuration and setup

**MAC:**

* MAC OS installation, upgrade & troubleshooting
* Profile setup - Local and DEP
* Configuring Keychain
* Chef enrollment and Encryption setup
* Certificate setup and troubleshooting

**Linux:**

* Hands on experience with basic OS level troubleshooting
* Driver installation, listing and uninstalling
* Disk Partitioning using Logical Volume Manager (LVM)
* Compressing files using compress, gzip, bzip.
* SSHD & OPENSSL Configuration

**Networking:**

* IP addressing and subnetting
* Network Administration – Routers and Switches.
* Configuring and troubleshooting STP, DHCP.
* VLAN configuring static and dynamic routing.
* Troubleshooting connectivity and network problems.

**AV/Conference room:**

* Configuring AV Conference setups
* Supporting events/ All hand meets
* Administration onZOOM and Hangout

**Mobile Device Management:**

* Administration & management of both iOS and Android devices via Airwatch and Apple Business Manager
* Installing and managing corp certs & managed apps remotely
* Creation of Pull Request to remote lock/unlock macOS and Mobile devices using stash and Airwatch

**Additional knowledge:**

* Familiarity with ITIL Frameworks i.e. Service Level Management with respect to SLAs, Change Management, Incident Management & Problem Management etc
* Cloud Services: Google Admin & GAM, Box administration and sync
* Third party apps integration with SAML & SSO through Onelogin platform
* Hands on experience with Github i.e. creating & merging Pull Requests

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| **PROFESSIONAL WORK EXPERIENCE:** |

1. **Uber India Pvt Ltd**

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Designation: **Service Desk Tech II**

Duration : **Oct 2018 – Present**

# **Roles & Responsibilities:**

* Provide Tier 2 level of IT support for end users & Executive Level Employees while serving as an escalation point for Tier 1 global techs.
* In collaboration with various teams in IT Engineering i.e. CollabApps, CorpSys, CorpNet, CPE, EngSec etc along with IT leadership to improve Uber IT infrastructure and implement great support processes, procedures, and documentations.
* Administrate Google Admin, OneLogin, Active Directory, Airwatch MDM and various third-party applications
* Experience with Active Directory for onboarding of user accounts and group administration
* Growing list of tools we use and admin as a Service Desk L2 techs: MIM & IIQ to manage Dynamic groups, Slack, AD, Airwatch, Apple Business Manager, Adobe, VirtualBox, PowerShell, CrashPlan, Jira, Confluence/Teamdot, Teqtivity, Coupa, Envoy etc.
* Used Adobe Premiere Pro to produce easy to follow internal training videos
* Collaborated with different teams to create new standardized workflows
* Develop and implement guidelines for the deployment and management of systems and software via Onelogin platform.
* Got Experience with enrolling corp Mac devices & phones via Apple Business Manager and Airwatch MDM console.
* Identify opportunities for business enablement through smart use of technology.
* Order, receive, track, and issue hardware, software, and peripherals.
* Lead and mentor a global team of >150 technicians
* Write clear, concise documentation for team members in wiki tools (Confluence, Phabricator).
* Evaluate and recommend new software platforms and services.

**Projects completed at Uber:**

1. Identified and set up Onelogin Policy for India & Philippines contractors and BPO employees to restrict their access in order to protect Uber data.
2. Collaborated with EngSec & CorpSys to setup AD groups for VPN access across the globe.
3. Setup FDOB for Uber Vizag site and was instrumental in getting the site up & running in less than a week.
4. Under my leadership, helped Uber IT setup Global Hardware Standard for COE offices across the globe for ~20k FTEs & EXTs which resulted in great customer and tech experience.
5. Was instrumental in “APAC Headphone” project to find, test and finalize vendor which was greatly appreciated by the IT leadership team.

**Achievements at Uber:**

* Performance for great Customer Support was recognized and I nominated for the prestigious IT Eng Quarterly Award at Uber for 2019 Q4 period.
* After excelling in IT Fieldtech role as contractor for 2 years, was recognized and hired as a Full Time Employee by Uber as *Service Desk Tier II Engineer* for *IT Eng* team.

1. **Milestone Technology India Pvt Ltd:**

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Client : **Uber India Pvt Ltd, Hyderabad**

Duration : **Dec 2016 – Oct 2018**

Designation : **IT Field Technician**

# **Roles & Responsibilities:**

* Being the IT Fieldtech, primary role was to provide all round IT support to Uber employees via walk-ins, chats & tickets.
* Desk side support - Local users:
* Provide service, maintenance and upgrades for all computers and peripherals
* Triage, solve and or escalate all incoming tickets
* Routine moves, workstation setup
* Onboarding - deployment & Imaging
* Mobility, Procurement, Asset management
* AV - Configuring internal meeting rooms with Zoom app, Providing AV support to all the meeting rooms. Supporting internal events including all hands.
* Printers - Network Printer maintenance, configuration of network/local printers on End Users’ computers.
* Working on VIP tickets, dealing with outages. If and when needed, coordination with other TechServices team e.g. CorpNet, Endpoint etc.
* Basic Network troubleshooting which includes connectivity issues, digital authentication, remote access, secure Wi-Fi and wired connectivity to the internal network.
* Perform break/fix or remote installations as needed.
* Basic network understanding including TCP/IP, UDP, IP schemas
* Supporting applications such as Zoom, Eventboard, Airwatch etc
* Enrolling/unenrolling internal devices
* Working on User roles, managing corp computers & LDAP groups through Active Directory (Active Roles Console)
* Google Apps for Business, including Mail, Calendar, Drive, Docs, and Groups

**Achievements at Milestone:**

* Nominated as Emp of the month within 6 months of my tenure for excellent performance
* Received multiple appreciation from the local site leads/managers for great customer focused service

**Google India Pvt Ltd, Hyderabad (Sr System Engineer):**

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Employer : **CSS Corp Pvt Ltd**

Company : **Google India Pvt Ltd, Hyderabad**

Duration : **June 2013 – Dec 2016**

Designation : **Senior Systems Engineer**

# **Roles & Responsibilities:**

* Being the senior IT Helpdesk Engineer, job is to provide administrative support on Windows, Mac OS, Linux and Chrome OS platforms to Google Employees via Tickets, Calls and Hangouts.
* Administration of Active Directory on Windows server 2012 platform.
* Managing PXE boot installation on client devices.
* Monitoring Windows server health status and providing solution on Tickets through Google Unified Ticketing System (GUTS) keeping SLA in mind.
* Adding Windows client machines to domain and administering LDAP accounts and making sure they are synced with AD for Windows users.
* Maintaining Virus free system in Windows machine through SCCM client and Bit9 Agent.
* Creating, modifying and updating DNS records – Corp hosting.
* Experience in configuring and troubleshooting virtual machines using VMware Fusion on Mac and VMware Workstation.
* Solving technical issues raised by clients through Windows Remote Assistance, Mac VNC Viewer and Chrome Remote Desktop app.
* Configuring and troubleshooting Network Printer, corp wireless network via internal certificate, VPN and LAN.
* Configuring and troubleshooting Email clients such as Apple mail, Outlook etc.
* Providing administrative support to various Google Apps: Gmail, Hangouts, Google group, Drive, Docs etc.
* Handling unplanned outages and High/Urgent priority escalations.
* Identifying bugs, documenting and reporting to engineering team.
* Grooming juniors, monitoring their performance and providing them necessary product trainings.
* Creating and updating FAQ's for new hire training and refresher training.

**Achievements at Google:**

* Was promoted to **Senior System Engineer** for excellent performance.
* Was granted additional responsibility to monitor and provide necessary trainings to groom junior techs in the team.
* **Quarterly Star performer Award** from CSS and Google Helpdesk.
* Received great **Client appreciations** for excellent support and in-depth technical assistance.

**Sutherland Global Services:**

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Employer : **Sutherland Global Services**

Client : **Symantec**

Duration : **November, 2009 - June 2013 in Vizag and Chennai**

Designation : **Technical Support Executive**

* Providing technical assistance to Sutherland’s Premier client Symantec & Norton Antivirus Products to their customers all over the Globe through Online support session (Chat, Email and Phone support).
* Job was to handling technical issues related to virus removal, computer slowness, external device configuration, installation & uninstallation of Norton Products and solving other technical Problems of Norton Products over Remote Assistance.
* Was prompted to “Support” role wherein additional responsibility was given to work with team manager and to support a team of 20 members making sure assigned team metrics & goals are reached.
* Used to take escalation calls on behalf of team members as a level 2 tech to provide 2nd level technical assistance to end users.

**Achievements at Sutherland:**

* Was promoted as “**Support Lead**” in the team and sent on probationary period from Chennai to Mumbai branch to lead a team of 20 members.
* Been certified as “Norton Certified Technician” for various Symantec products.
* Have been awarded “Sutherland Platinum Award” for delivering outstanding service.

**CERTIFICATION:**

* **Red Hat Linux Certified Engineer (RHCE)** (Certificate Number: 130-185-184)
* **ITIL** certification (Registration Number: 5317813.20382376)

**QUALIFICATION DETAILS:**

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|  | **University/Board** | **Year** | **Main Subjects** |
| **MCA** | SMU Distance Education | 2013 | Computer Science |
| **B.Sc.(IT)** | Bundelkhand University, Jhansi(UP) | 2008 | Computer Science |
| **Intermediate (12th )** | UP Board | 2005 | Math, Physics, Chem., Eng., Hindi |
| **H.S.C (10th)** | Orissa Board | 2003 | Oriya, Eng., Hindi, Math, Sc., S.Sc. |

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| **PERSONAL DETAILS:-** |

Father’s Name : Mr. Ajaya Kumar Mohanty

Gender : Male

Status : Married

Date of Birth : 09th Feb’ 1988

Hobbies : Listening to music & playing/watching cricket

Linguistic Abilities: English, Hindi, Oriya.

**Declaration:**

I declare that all the above mentioned are true to my knowledge.

Place:

Date :

***SANTOSH KUMAR MOHANTY***