Hardeep Singh

Sr. Manager IT Support operations.

**Mob: 988-808-1032, 884-992-9071.**

**Email:** Hardeep\_bhardwaj1983@yahoo.com

16 Years experience in BPO Technology (Domestic & International) Synopsis: -

Graduate with 16 years of total experience in the IT/ BPO industry and relevant sixteen in Windows.

Server / Client administration & Cisco devices, Linux client & Server’s machines. Technical Support Sr. IT Manager IT- Networking. I have acquired direct and technical project management knowledge**.**

* **Career Objectives: -**

I would like to obtain a challenge in IT where my technical and management skills can be utilized to benefit your company.

**Career Strength: -**

Technically sound with Administration, Management, Support, and service skills, i.e., IT- Infrastructure, Client and server environment, Networking, Telephony ACDs and System and IT Security compliance.

Confident that my skills and experience could make great contributions to your organization.

**Work Experience: -**

* **Working as Sr. IT Manager** **Networking** **operations** at Vadodara site from Aug 2023 to till date.
* **Worked as Manager IT Support in Task Us** at the Mohali site from April 22 to Sep 2022.
* **Worked as Manager of IT operation and networking in Kochar Infotech Ltd** at Vadodara Site from 1st Jan 2020 to March 2022.
* **Worked as Deputy Manager of IT operation and networking in Kochar InfoTech Ltd**. at Vadodara Site from 1st Jan 2019 to Dec 2020.
* **Worked as Assistant Manager IT operation & networking in Kochar InfoTech Ltd** at Vadodara Site from 1st Jan 2017 to Dec 2018.
* **Worked as Lead IT Networking in Kochar Info Tech** from 25 Sep 2015 to 19th Dec 2016.
* **Worked as Windows admin and System Engineer** from 1st March 2012 to 31st Dec 2014 in IBM India project First Source Solution Ltd.
* **Worked as Windows admin and System Engineer** from 1st March 2012 to 31st Dec 2014 in IBM India project First Source Solution Ltd.
* **Worked as a Desktop Support Engineer** from 3rd May 2008 to 22 Feb 2010 in Wipro InfoTech on the project Vodafone Essar South.
* **Professional Certifications & Training**

MCSE, MCITP, and CCNA, CCNP switching training, Call center Telephony services (ACD managing

**Ameyo,** Cube and C-Zentrix**.** Cisco certified (CCNA) MCP, Microsoft Azure deployment (AZ103).

AWS Cloud Solution Architect. ITIL process firsthand experience. VPN Server, office 365

DevOps Engineer ( GitHub, Chef, Ansible, Jenkins,Docker,VMware)

* **Technical Skills Set: -**
* Handling Client IT escalations.
* Vendor management.
* ADDC User management and GPO Management.
* Infrastructure Vulnerability Scanning and Remediation.
* Experience in Cisco Switch Configuration such as C4500 L3, C2960 PoE/non-PoE, VLAN/VTP configurations, VLAN switching, and Firewall Configurations (IPsec/Site2Site).
* Experience in System troubleshooting Break fixes and end-user Support.
* Managing complete IT infrastructure inventory.
* Preparing POA, RCA, troubleshooting of applications and connectivity end to end.
* Creating SOPS of applications installation for engineers.
* Connecting daily sync up calls with internal teams.
* Doing authorization of applications on ILL firewalls.
* Have experience with Git, GitHub, Chef workstation and Ansible for automations.
* Have experience with Linux and Centos OS.
* Handling VPN servers, IPSEC tunnels Site to site,
* ISO audit handling from internal team as well client internal and external (third parties).
* Team Handling.
* **Education Summary**

**Certificate School/College Year of Passing**

Diploma in Computer Networking & Hardware, (A+, N+) Chandigarh 2008

Graduate Punjab, Chandigarh University 2006

Std. 12th PSEB 2002

10th PSEB 2001

**Professional Work Experience**

**Project 1 #**

**Sr. Manager IT networking operation in Maxicus BPO**

* **Roles and Responsibilities**

Single point of contact from the IT side for 20 clients.

Responsible for Technical Deliverables for 1500 systems.

Working like a transit manager during the new logs (new process).

**[21st April 2022 to Sep 2022]**

**Project 2 #**

**Takus BPO Customer Service Outsourcing.**

* **Roles and Responsibilities**

Manager IT Support at the Mohali site.

Being a manager single point of contact from IT front for all IT activities include servers, Network, Vendor Management.

New business testing and successfully implemented responsibility.

Provide technical support for around 10 internationals (Door dash, American airline, Novel (Amazon), Master class, calibrate.

Responsible for Technical Deliverables for 800 systems.

**Project 3 #**

**Kochar Infotech Ltd. - BPO Customer Service Outsourcing. [24 Sep 2015- 27-Marh 2022]**

**Roles and Responsibilities**

Manager IT Operations & Networking at the Vadodara site.

Responsible for Technical Deliverables for 1200 systems.

Looking for complete administration and maintenance of IT infrastructure.

Oversee the administration of LAN / WAN.

Facing all the IT audits from clients as well third-party vendors

Handling DOT (Department of Telecommunications) audit & submitting detail.

**Project 4 #**

**Ananta Technology Ltd. (Payroll of onward services Technology) the Client Name First source solution Ltd. (BPO)**

**Roles and Responsibilities [1st Dec 2012-24 Sep 2015]**

Team Lead Technology at Jalandhar

Be a Single Point of Contact for the managed center.

Responsible for Technical Deliverables for 2000 systems.

Track all the Incidents / Service Requests and ensure the response and maintain the same as per the SLA.

Wherever required, Seek help from Engineers, Other Teams etc. for the ticket’s resolution within SLA.

Manage escalations, VIP Tickets, etc. Monitor daily CSD report and ensure the ticket is closed with proper resolution details, ticket ownership, downtime ownership.

Monitor and track Vendor tickets and ensure timely replacements/repairs.

Complete monitoring & control over Asset Management at the managed center (Assessing new assets, Movements, Periodic Physical Verification, etc.

Work with the Incident Management team and other stakeholders and ensure activities are executed as per plan.

Identify the scope of improvement in performance through a weekly Review of SLA for Incident Management, Change

Identify the Skill Gap in the team and fill up the same by referring them to training sessions.

Policy and professional in approach/attitude.

Ensure adherence to various policies, processes, and procedures.

Escalate to Change Management unauthorized CI changes or alterations to the environment not reflected in the CMDB.

Focused on managing and maintaining the Configuration Management System (CMS) and the CMDB.

Ensure all CIs are accurately registered.

Interface with other support organizations to ensure the effective use of the CMDB Configuring and monitoring the health of Active Directory and Servers.

Did the quarterly activities (Restore drill, physical asset verifications, Document builds need to update & and upload on the web).

Handel the EPBX machines for phone extensions.

Sharing monthly billing count of the site as per status.

**IBM India (Payroll of Allied Digital Services Ltd.)**

**Roles and Responsibilities** [3rd Sep 2010 -28 Feb 2012]

* **Job designation System Engineer**

Handling DHCP Server based on Microsoft 2003 server in which different scopes are created according to different VLANS and take backup of all the scopes.

Handling Altiris Server based on Microsoft 2003 Server for pushing images, pulling images, copy replace files, etc. on HP Thin Clients t5730 and 5740.

Maintain File Server and manage the quota and security rights of Domain Users.

Manage Remote Management of Thin Clients with Centralize Altiris Server.

OS Hardening of all the Desktops, and Thin Clients as per Info Sec Policy and taking care of monthly and quarterly IT audits.

Working on an Incident Management System (IMS) according to the ITIL process in which the user tag a ticket (Priority wise) with the monitoring of the issue and we are working on those tickets as per SLA (99.5% uptime).

Project 5 #. [March 2010 to 2010-31 Aug 2010]

**IBM Daksh, Chandigarh (Payroll of Net Connect Pvt Ltd)**.

**Roles and Responsibilities**

**Job designation Desktop support Engineer.**

Responsible for Technical Deliverables for 2500 systems.

**Project 6 #**

**Wipro InfoTech (Pay roll of Access InfoTech Pvt Ltd)**

**Roles and Responsibilities** [1st Dec 2008-21 Feb 2010]

Job designation IT HELPDESKLUDHIANA03 & doing L1 troubleshooting on end points devices.

**Regards**

**Hardeep Singh**

**9888081032/8849929071**