**Virendra Kumar**

**Assistant Manager in IT**

Email:virendrakumarsola9@yahoo.com Phone: (91) 7837753685

Address: # 202 2nd floor Darshan Complex chajju majra colony Kharar (Punjab) 140301.

# Professional Summary

* Experienced as a Team Leader and Manger with over 11 year above of experience in lT industry. Excellent reputation for resolving problems and improving customer satisfaction

# Core Strengths

**Process Oriented:-**

* Client Management, Team Handling, Team Management & team performance handling, SLA & Escalations Handling, Asset & Inventory Management, Budget & Cost management.

**Technical:**

* Windows Server, Windows 10/8.1/7, MAC, Active Directory, DNS, DHCP, GPO Modelling, Fortigate/Shopos Firewall, Server Hardware, Antivirus, Wi-Fi Devices etc.

# Work Experience

**Assistant Manager in Information Technology**

**GUS Global services (India) Private Limited**­ June 2021 – Till Now Gurgaon (Haryana)

* Managing Local IT team and Pearl Academy.
* Successfully Managed WFH and WFO users in COVID-19.
* Coordinated with systems partners to finalize designs and confirm requirements.
* Trained new hires on computer and tools use and company policies.
* Documented all transactions and support interactions in system for future preference and addition to knowledge base.

## Service Delivery Team Leader

**Quess Corp (MFX) CBSL**­ August 2019 – Till Now Mohali (Punjab)

* Managing Five locations in CBSL client & Technical teams in client’s site (Team size: 25)
* Successfully Managed WFH and WFO users in COVID-19.
* New processes (Portea/Unistore/Myntra/IPPB) go live in North
* Created rigorous and comprehensive quality assurance programs to provide timely and quality based customer solutions and implementations
* Conducted desktop & laptops execution of Windows 8.1 & 10 Project for 3000+ machines
* Liaising with clients to understand the requirements and accordingly formulating solutions ensuring optimum client satisfaction.
* Maintain all asset inventory of CBSL North (Desktop, laptops, Printers, Scanners…Etc.).

## Service Delivery Team Leader

**ASPL INFO SERVICES PVT. LTD, CBSL** ­ Mar.2018 – Aug. 2019 Mohali (Punjab)

* Managing Five locations & Technical teams in client’s site (Team size: 25)
* New processes (Pay TM/Airtel) go live in North
* Successfully met 100’/« compliance on SLAs and KPIs in accordance with master services
* Maintaining standard information security policy, procedure and services in coordination with teams and clients
* Ensuring effective management of lT security and tech audits (ISO 9001, 27001); delivering tech solution within SLA Deployment of new networks & network devices.
* Built strong relationships with customers through positive attitude and attentive response.
* Initiated timely response to emails, voicemails and written correspondence.

## IT Manager

**VERA DEVELOPER PVT. LTD.** Sep. 2017- Feb.2018Zirakpur (Punjab)

* Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.
* Maintained camera and physical security systems.
* Built, customized and repaired technology based on staff requests
* Managed network and system performance, conducting troubleshooting, security patching and maintenance.
* Supported phone, photocopier, fax machine and other physical equipment.
* Implemented and managed wireless devices, multi-site network infrastructure, business intelligence development and implementation
* Wrote policy, procedure and manuals governing internal IT use

## SR. Executive (IT Services & RMA)

**OST ELECTRONICS PVT. LTD.** Oct.2014- Sep.2017Chandigarh

* Taking Interviewed of candidates and trained new engineers.
* Scheduling Team meetings on every month to provide better support to client.
* Deployment of new networks & network devices.
* Deploying new Security equipment.
* Coordinate with Cisco, Extreme, Aruba, Alcatel, Cyberoam and D-link team for products replacement (RMA, DOA) or repair.
* Handel RMA process and service center Team (Ludhiana, Jammu, and Chandigarh).
* In Pre sales (Role :- Network survey, Network Architect, Material of projects )

## Team Leader

**APPNOMIC SYSTEM PVT. LTD.** July 2009-Aug.2014Mohali (Punjab)

* Lead team of 15 members while providing exceptional customer service.
* Adhered to rigorous standards for customer service, merchandising and operational safety.
* Initiated timely response to email, voicemails and written correspondence.
* Implemented new working process which delivered continued improvements.
* Mentored and guided employees to foster proper completion of assigned duties.
* Optimized customer suppose by establishing collaborative service environment.
* Taking follow-up with engineers on assigned SR’s & close within SLA.
* Call tracking till closer - Tracks the progress of an owned problem during entire lifecycle (from start to end, register to close) to ensure that it is resolved within the time agreed.
* Maintain all five locations Inventory (Desktop, Laptops, Printers and other asset).
* Make the Roster and adjust the shifts.
* Support the following technologies: Microsoft Office 2007,2003,2013 products Outlook, Word,
* Excel, access, Internet Explorer, Windows-XP, Windows-7,Windows-8, Windows-8.1, Windows-10 desktops, laptops, printers, networked copiers, NIC’s, basic LAN/WAN connectivity and others as assigned.
* Assist the Materials Control Manager in implementing area boards to track daily performance

## Desktop Engineer

**PATNI COMPUTER SYSTEMS PVT. LTD.** July 2008-Aug.2009 Mohali (Punjab)

* Configured VoIP phones according to company standards.
* Created standardized protocols for documenting processes and technical tasks, enabling consistently repeatable results.
* Developed technical designs for customers, consultants and contractors
* Developed schedule for software maintenance and updates.
* Maintained inventory of installed desktop hardware and software components to keep records accurate and updated
* Documented and updated known fixes in knowledge base for future reference.
* Boosted network, system and data availability and integrity through preventative maintenance and upgrades.
* Troubleshot potential problems and eliminated before issues escalated or cascaded.
* Patched software and installed new versions to eliminate security problems and protect data.
* Removed malware, ransomware and other threats from laptops and desktop systems.
* Installed new or upgraded hardware and software and coordinated installation and follow-up with user to achieve customer satisfaction.
* Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
* Checked and monitored system performance to maintain system integrity and documented and reported alerts.
* Explained technical information in clear terms to non-technical induction to promote better understanding.
* Configured hardware, devices and software to set up work stations for employees.

# Education

* Bachelors in ARTS- 2009 (Rajasthan Vidyapeeth University

# DECLARATION

* I hereby declare that the information provident is true and complete according to my best knowledge.

Place…………. Date…………. Signature……………..