**GUL**

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**Seeking assignments in Technical Support with an organization of repute**

**Executive Summary**

* Served as a single point of contact (SPOC) for all critical IT services and Infrastructure needs of the organization for 3+ years.
* Continuously proved as a BEST PERFORMER in Client handling, Client servicing and got appreciation from higher management
* Got promotional hikes within the span of one and half year with the organization- received appreciation from 4 BU's out of the 6 BUs of the organization.
* Represented the organization for compliance processes as per ISO implementation journey (ISO27001’2013)
* Received consistent appreciation from all 6 BUs of the organization
* Possesses abilities in leading dedicated teams for running successful process operations, release documentation and service standards for business excellence.
* Competent in planning and executing projects for clients, as well as handling communication with Vendors.

**Areas of Expertise:**

**Project Management and Operations**

* Planning
* Procurement / contracts with Vendors and Supply Chain Management
* Compliance
* Quality and Reliability
* Client Relationship Management and Deployment of solutions
* Execution of projects and Monitoring of status

**ORGANISATIONAL DETAILS**

**Organization: RMS India, NOIDA Sector 16. UP**

Tenure: June-2013 till date

**Role:**

* IT and Infrastructure
  + Managing fulfilment of IT and Infrastructure needs for all BUs
  + Managing shift of staff members to ensure staffing throughout operational hours
* Client services – Served as an analyst for making delivery of services to a couple of RMS clients
* Liaising with Vendors and change management
* Producing statistics and management reports
* Arranging staff training and awareness sessions
* Report to senior managers on any issue that could significantly impact the business

**Organization: Kleward Consultants Pvt. Ltd.**

Tenure: May-2011 till April 2012

**Role: Management Trainee**

**Project: Genpact Profit Volatility Protector**

**Key Deliverables:**

* Analyzing clients' existing systems & understanding their current business requirements
* Designing an appropriate solution by working closely with developers and a variety of end users to ensure technical compatibility and user satisfaction
* Translating client requirements into Software Functional requirements
* Identifying options with software team for potential solutions and assessing them for both technical and business suitability
* Presenting proposals and project plans to clients
* Ensuring that budgets are adhered to and deadlines met
* Worked on making advertisements on Facebook and SEO for Tweeter.
* Providing training to users of the new system

**Organization: Organizing Committee Common Wealth Games, New Delhi**

Tenure: May-2010 till March-2011

**Role: Project Officer**

**Key Deliverables:**

* Working with Organizing Committee Commonwealth Games 2010 Delhi as a Project Officer in Technology Department handling Venue Technology area
* Looking after IT Infrastructure Management.
* Coordinating with all stakeholders of Games venues to ensure all the Technology requirements are met and implementation is done in accordance with planning and schedule.

**Organization: HCL Technologies Ltd, New Delhi**

Tenure: Dec-2007 till Feb-2008

**Role: Technical Support Officer**

**Key Deliverables:**

* Worked for AT&T projects across all IT and Infrastructure needs

**Organization: Sep’06-Nov’07 at NIIT, Allahabad**

Tenure: Sep-2006 till Nov-2007

**Role: System Administrator**

**Key Deliverables:**

* Worked on Active directory domain and remote installation of software’s.

**EDUCATION**

* **B.A. Eng. (Hons.)** from IGNOU in 2004.
* 12th from Air Force School, Allahabad, C.B.S.E. Board in 2001.
* 10th from Air Force School, Allahabad, C.B.S.E. Board in 1999.

**CERTIFICATIONS**

* Microsoft Certified Professional.
* Microsoft 2005 Networking System Administrator.
* ITIL

**IT SKILLS**

* Proficient with MS Office.
* Networking and System Administrator on Microsoft Server 2003.

**PERSONAL DOSSIER**

Date of Birth 17th July, 1984

Languages Known English, Hindi and Urdu