**CURRICULAM VITEA**

**Hemant**

**H. No.: B-6A, Rama Vihar**

**Near sec: 22, Rohini, Delhi-81**

**Contact no. 09818391223**

**Email:** **hemantaherwal9@gmail.com**

CAREER OBJECTIVE

Seeking a challenging career with exposure to the leading technology and to contribute to a highly professional, skill-oriented environment, conduct my duties and responsibilities conscientiously with sincerity, and work in functional areas where my capability can enhance.

STRENGTHS

Effective communication skills and good analytical and decision-making ability. Dedicated to professional and highly motivated towards target achievements. Having the ability to complete the given task. Positive attitude, friendliness and flexibility and achieve success in job.

EDUCATIONAL & TECHNICAL QUALIFICATION

* Completed Graduation (B. Com) Degree from Jyoti Vidhiyapeeth University.
* Completed 12th from Central Board Secondary Education.
* Completed 10th from Central Board Secondary Education.

EXPERIENCE: - 7 Years

**HCL Technologies**
***Duration 18(Jan 22 - Present) months as a Senior Specialist***

Responsibilities:

* Experienced in SharePoint Online and OneDrive for Business with a demonstrated history of working in outsourcing/offshoring industry.
* Providing action plans to Level 1 Engineers
* Providing support to the Microsoft Office 365 clients, based on their product requirements.
* Extensive knowledge of Microsoft Office 365 products like, SharePoint Online, OneDrive for Business
* Hands on experience of troubleshooting issues related to client apps like, OneDrive Sync app, Microsoft Office Suite (Work, Excel, PowerPoint, etc.), SharePoint Designer, Microsoft InfoPath, SharePoint Migration Tool, Etc.
* Good knowledge of SharePoint Migration from File Share, SharePoint On-Premises and other environment to Office 365 using Microsoft SharePoint Migration Tool
* Experienced in monitoring usage report & user activity.
* Configuring SharePoint Online features by command line interface like Windows PowerShell/SharePoint Online Management Shell
* Configuring preservation hold and retention policies through Office 365 Portal

**Concentrix**
***Duration 18(Jul 20 – Dec 21) months as a Senior Escalation Engineer***

Project: Microsoft SharePoint Online and OneDrive for Business (O365)

Responsibilities:

* Experienced in SharePoint Online and OneDrive for Business with a demonstrated history of working in outsourcing/offshoring industry
* Handling escalations and working directly with Microsoft Technical Advisor and Support Escalation Engineers to resolve the issue within desired SLA
* Providing timely action plans to Level 1 Engineers and discussing their TRB cases
* Experienced in providing support to the Microsoft Office 365 clients, based on their product requirements
* Extensive knowledge of Microsoft Office 365 products like, SharePoint Online, OneDrive for Business
* Hands on experience of troubleshooting issues related to client apps like, OneDrive Sync app, Microsoft Office Suite (Work, Excel, PowerPoint, etc.), SharePoint Designer, Microsoft InfoPath, SharePoint Migration Tool, Etc.
* Hands on experience of Microsoft SharePoint Designer 2013 in designing and managing SP Workflows
* Hands on experience of Microsoft InfoPath in creating and designing InfoPath Forms
* Good knowledge of SharePoint Migration from File Share, SharePoint On-Premises and other environment to Office 365 using Microsoft SharePoint Migration Tool
* Experienced in monitoring usage report & user activity
* Configuring SharePoint Online features by command line interface like Windows PowerShell/SharePoint Online Management Shell
* Configuring preservation hold and retention policies through Office 365 Portal
* Good knowledge of Security & Compliance
* Highlighting product related bugs to ‘Microsoft Product Group’
* Good understanding of fiddler logs, Audit logs
* Good knowledge of other services of Office 365 like Teams, Delve, Forms, EXO, Streams, Planner, Power Automate, Power Apps, etc.

**Wipro Ltd.**
***Duration 26(May 18 - July) months as a Technical Consultant – B1 Level***

Project: Microsoft SharePoint Online and OneDrive for Business (O365)

Responsibilities:

* Experienced in SharePoint Online and OneDrive for Business with a demonstrated history of working in outsourcing/offshoring industry
* Experienced in providing support to the Microsoft Office 365 clients, based on their product requirements
* Extensive knowledge of Microsoft Office 365 products like, SharePoint Online, OneDrive for Business
* Hands on experience of troubleshooting issues related to client apps like, OneDrive Sync app, Microsoft Office Suite (Work, Excel, PowerPoint, etc.), SharePoint Designer, Microsoft InfoPath, SharePoint Migration Tool, Etc.
* Hands on experience of Microsoft SharePoint Designer 2013 in designing and managing SP Workflows
* Hands on experience of Microsoft InfoPath in creating and designing InfoPath Forms
* Good knowledge of SharePoint Migration from File Share, SharePoint On-Premises and other environment to Office 365 using Microsoft SharePoint Migration Tool
* Experienced in monitoring usage report & user activity
* Configuring SharePoint Online features by command line interface like Windows PowerShell/SharePoint Online Management Shell
* Configuring preservation hold and retention policies through Office 365 Portal
* Highlighting product related bugs to ‘Microsoft Product Group’
* Good understanding of fiddler logs
* Good knowledge of other services of Office 365 like Teams, EXO, Streams, Planner, Power BI Desktop application & online environment, etc.

**Geek Assured Technologies**

***Duration 10(Mar 17 – Jan 18) months as a Solution Engineer***

Responsibilities:

* Providing Technical Support related to financial software (QuickBooks & Quicken) to US & Canadian customers over phone and by taking remote access tool (LogMeIn)
* Installation & configuration of QuickBooks, Quicken
* Providing Technical Support related to Windows & Mac operating systems to US & Canadian customers over phone and by taking remote access tool (like, LogMeIn, GoToAssist, TeamViewer, etc.)
* Supported customers having internet connectivity issues
* Installation of operating system Win XP, Windows Vista, Windows 7, Windows 10, Etc.
* Installation of various software
* Installation of device drivers
* Configuration of Printer & Scanner

**WebOn Flex**

***Duration 12(Jan 15 – Dec 15) months as a Solution Engineer***

Responsibilities:

* Providing Technical Support related to Windows & Mac operating systems to US & Canadian customers over phone and by taking remote access tool (like, LogMeIn, GoToAssist, TeamViewer, etc.)
* Supported customers having internet connectivity issues
* Installation of operating system Win XP, Windows Vista, Windows 7, Windows 10, Etc.
* Installation of various software
* Installation of device drivers
* Configuration of Printer & Scanner

HOBBIES

* Playing Cricket & Chase.
* Listening Music & Making more Friends.
* Surfing Internet & Chatting with Friends.

PERSONAL DETAILS

Name : Hemant

Father’s Name : Mr. Durgesh Kumar

Date of Birth : 9th February 1990

Marital Status : Bachelor

Languages Known : English, Hindi, and Guajarati

Phone No. : 09818391223

DECLARATION

I am very much Confident of my skills to work in Team. I hereby Declare, that all the above given Information are True to best of my knowledge.

**Date:**

**Place: Delhi**    **Hemant**