RAJ D. RAJA

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**Professional Summary**

To grow in a progressive organization as IT manager where the blend of my 10+ years’ experience & enhanced educational skills can help in achieving the goals of the company. I would like to exploit my potential & sense of obligation for the benefit of the organization. To excel in my work area & to add value to the present Organization. My dedication, management skills in the IT field can be utilized in this direction for being one of the top performers of the organization.

**Skills**

* SLA Management
* IT Asset Lifecycle Management
* Vendor Management
* IT Operations
* IT Service Delivery Management
* Incident Management
* Project Management
* Stakeholder Management
* IT Consulting
* Team Management
* Problem Solving
* Technical Support
* Remote Monitoring & Management (LabTech)
* Mobile Device Management (MS Intune/Jamf) [L1]
* Windows OS XP-Win10 [L1-3] Linux [L1], Mac OS [L1].
* Windows Server 2003-2019 [L1/2],
* ITIL Certified
* A+ Certified and Security+ Certified
* Certified ISO 27001:2013 Lead Auditor
* Helpdesk Management (Zen-desk, Symphony Summit)
* Team Building
* Service Desk Management
* IT Security (Symantec Endpoint, Trend Micro)
* VMware Administration (L1), SCCM [L1], AD [L1/2]
* Networking [Router/Switch] (L1)
* AWS [L1]. SharePoint [L1]

**Accomplishments**

* Received appreciation Email from SBI DGM (Compliance-Operations) for Resolving Critical MS Excel Issue.
* Received appreciation Emails from Microsoft Senior Project Manager & Account Delivery Executive for Exemplary Support
* Cut costs by 10% by negotiating with vendors to obtain supplies, services & equipment at lower rates.
* Invited as guest lecturer at Govt. Polytechnic College, Pen. (Raigad.) As subject matter expert on “Ethical Hacking”.
* Promoted to IT Manger in 3 years of joining the organization (ASA-Infosys).

## **Work History**

**05/2021 to Till Date Service Delivery Manager**

**Inventa Digital Technologies Pvt Ltd. – Mumbai**

* Maintaining positive relationships with customers.
* Identifying customer needs and overseeing service delivery within the business context.
* Leading the service delivery team, managing conflict, and ensuring the team's processes and tasks are carried out efficiently.
* Managing finances and budgets.
* Determining ways to reduce costs without sacrificing customer satisfaction.
* Assessing customer feedback and using your creativity to establish, improve, and refine services.
* Remaining organized and meeting deadlines.
* Building partnerships and liaising with team leaders to determine the company's services, delivery criteria, and solutions for issues that may arise.

**10/2018 to 04/2021 Part Time (As Needed) Onsite IT Consultant**

**Miles Technologies– Mumbai**

* Visit our customers in the Metro Area when an onsite presence is needed.
* Troubleshoot and resolve computer and network related problems with the assistance of remote personnel.
* Implement new technology with the assistance of remote personnel.
* Strong and consistent communication with customers.
* Documenting work performed and other technical information for our clients.

**07/2020 to 03/2021 Senior Windows Migration Lead**

**Affluent Global Services Pvt Ltd. – Mumbai**

**Project (SBI - Windows Migration) – Deployed as Microsoft Sub-Contractor**

* Working on Service Now incident and solving the issues related system overall 1000 + users.
* Coordination with SBI Bankers (sub client) for Server provisioning and related project requirements.
* Creating customized Windows OS Image using MDT tool in collaboration with Microsoft Technical Consultant.
* Collaborated with Senior Microsoft consultant for deploying KMS & Bitlocker Solution servicing 2 Lakh+ users.
* As a senior engineer provides support to MD’s, senior managers.
* Working on Symantec antivirus installation, up gradation.
* Lead Windows 10 migration project and migrated near about 1500 laptops into window 10.
  + Handled Priority 1 Incident (P1) and ensure that collected all the information about issue and primary Troubleshooting of

network related issue.

* Commission and Decommission of Desktop, laptops & Server on the basis of requirements.
* Creating SOP Documentation & User Manuals.
* Coordination with SBI Bankers (sub client) for migration of windows 7, 8 to 10 systems in Mumbai circle
* Completed migration activity in Mumbai region for all branches for 250 plus systems.

**Technical Support Assistance Phase (6 months)**

* Remotely connect with the end users and giving resolution to users PAN India.
* Worked on services now ticketing tool where we used to get incident from various state.
* Provided workstation support to end users.

**03/2019 to 08/2019 EUS-Lead - Aditya Birla [Project Wipro]**

**On Payroll - GlobtierInfotech Pvt. Ltd. – Mumbai**

* Monitoring and Managing Daily Calls, Escalations.
* Logging & coordinating vendor support calls for warranty issues & procurement of spares from shortlisted vendors.
* Recruiting candidates for the team expansion.
* Leading Team of 30-35 Members including Helpdesk Coordinator, Field Technical Engineers & Remote Site Engineers supporting user base of 1700-1800 users pan India.
* Organized OS migration activity from Win 7 to Win 10 for all users with priority for VIP users along-with data backup.
* Mentoring, upskilling and guiding team members to resolve customer issues.
* Recommending service improvement plan based on End-user, Stakeholders feedback and support call analysis.
* Strong and consistent communication with Stakeholders.
* Maintaining C-Sat thru Stakeholder/End User meetings.
* Patch Management of systems missing from SCCM patching report
* Creating, Re-setting and Unlocking of user account thru Active Directory Administration
* Bi-Weekly team meetings to understand skill challenges &Updating Knowledge Base for known and recurring issues.
* VC Connectivity/Presentation Thru Creston & Barco Devices
* O365 User License allocation and administration.

**06/2016 to 02/2019 IT Consultant**

**Freelancer – Mumbai**

* End to End Infrastructure Project Management.
* Installing Windows Server and features (Active Directory, Domain Controller, and Group Policy Management).
* Creation and deletion of OU’s, Users, GPO’s.
* Creation, Modification of GPO’s and assigning them to users and computers thru active directory.
* Designing, Implementing & Recommending changes in IT policies such as SOP's, IT security policies, etc.
* Logging & coordinating vendor support calls for warranty issues & procurement of spares from shortlisted vendors.
* Migrating Win 7 to Win 10 OS with data backup and Installation of user Software (Adobe, MS Office, Anti-Virus, Etc.).
* Strong and consistent communication with customers.

**01/2011 to 05/2016 Windows System Administrator / IT Manager**

**ASA-Infosys - Thane**

* Requirements gathering from Clients related to IT Infrastructure Project thru client meets and onsite visits.
* Recommending system and service configuration, System Integration & Site Infra. Management with Team Defining.
* Procurement of IT equipment and services from vendor based on cost analysis.
* Designing, Implementing & Recommending changes in IT policies such as SOP's, IT security policies, etc.
* Plan, coordinate, direct, & design all operational activities of the IT department, as well as, provide direction

& support for incident management and IT solutions.

* Identify, recommend, develop, implement & support cost-effective IT technology solutions for all aspects of the

Organization.

* Continuous delivery of IT services through oversight of service level agreements & monitoring of systems

Performance

* Supervision of IT staff & ensuring ongoing staff development to maintain knowledge of IT security, hardware,

Software & industry best practices.

* Develop & implement necessary education to ensure end users are sufficiently trained on the usage of Hardware &

Functionality of software programs.

* Strong and consistent communication with Stakeholders.
* Maintaining C-Sat thru customer meetings.
* Management of Company Website (Content Updation/Modification) & Web-hosting.
* Creation, Updation and Management of SOP & How to User Manuals.
* Yearly review of all IT Policy, SOP & How to User Manuals
* Bi-weekly Review and Updation of Knowledge base for known and recurring issues.
* Management of user accounts on Local Systems as well as on Windows servers thru Active Directory.
* Handling Team on 20-25 Members including Helpdesk Coordinator, Technical Helpdesk & Field Engineers.
* Resolving P1-level Hardware, Networking & Software installation & Operating Systems Compatibility issues.
* Trained both internal & off-site users in resolving recurring issues.
* Maintained the document related to training & Lab requirement as per training module.
* Installed Dialer Server software (GoAutoDial & ViciDial) with basic configuration and Softphone (SIP Phone).
* Maintained 99% uptime on company Website, networks and systems through careful & preventative maintenance.

**02/2009 to 12/2010 Catering Manager (Family Owned)**

**Annapurna Catering – Dombivli**

**07/2007 to 01/2009 Desktop Engineer**

**Infosoft Technologies – Dombivli**

**EDUCATION**

07/2007 - 01/2011 Bachelor of Science: Information Technology: Sikkim Manipal University – Thane (Distance)

06/2006 - 02/2007 HSC: Science & Information Technology: Royal Junior College – Dombivli (Maharashtra Board)

06/2004 - 03/2005 SSC: Adarsh English School –Dombivli (Maharashtra Board)

**CERTIFICATIONS**

EC-Council Certified Ethical Hacker v7.0 Ec-Council Career ID: - ECC955341

EC-Council Network Security Administrator v4.0 Ec-Council Career ID: -ECC956779

CompTIA A+ (2009 edition) CompTIA Career ID: - COMP001020227159

CompTIA Security+ (2008 edition) CompTIA Career ID: - COMP001020227159

Microsoft Security Fundamentals Microsoft Certification ID: - 9876720

ISFS Information Security Foundation Based on ISO/IEC 27002 Exin Certification ID: -EXN4657104

ITIL Foundation v3 Certificate in IT Service Management Exin Certification ID: -EXN4657104

PECB Certified ISO/IEC 27001 Lead Auditor PECB Certification ID: - ISPA1018366-2017-04

**Self-Trained in Below Courses**

ITILv4, VMware 6,

**I hereby declare that all the statements mentioned here is true & correct to the best of my knowledge & belief.**

**[Raj Raja]**