

**SACHIN DIMRI**

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**AN OVERVIEW**

**Cisco Certified, PMP and ITILV4 Training Professional with experience of nearly 12+ years in Infra, Project, Networking, and Security. Currently employed with ITC Infotech India Pvt Ltd as Infra Project Manager.**

**To Manage and Lead Security, Networking and Infra related activities of an enterprise business or solution providing organization by focusing on business goals, company needs and satisfaction through well-established IT management system and business process excellence**.

**FRONTIZO Business Services IT Manager Work Period August 19 to December 2021**

**FRONTIZO Business Services offers world-class end-to-end business process outsourcing services that can help companies achieve improved business performance. Headquartered in Bangalore, India, FRONTIZO is the BPO Joint Ventures of Amazon Asia and Patni Groups Ltd. FRONTIZO has operations in Panchkula for one of the large E-commerce service provider Amazon**.

Rich experience in managing Security, Networking, and Infra with an aim to accomplish corporate plans & goals successfully. Proficiency in coordinating with internal/ external computer communication for running successful business operations and experience of implementing procedures and service standards for business excellence. Exhibited skills in team management.

Extensive focus on Team Management, Client SLA Management, Vendor Management, Help desk Management, Network & System Management.

Owning and providing oversight to reported incidents, from problem initiation through resolution. Prioritizing among competing problems based on resources, business impact, technical risks/dependencies, and contract issues.

Ensuring timely resolution & accuracy of documentation, including all 3rd party follow-up and root cause analysis. Creating and maintaining supporting documentation. Identifying and recommending improvements to the Incident Management and Problem Management processes.

Closely interacting with internal process management team members to achieve the desired objectives and implement process improvements. Ensuring those performance requirements, standards and results are maintained including established SLA’s, individual and team quality, productivity results and customer satisfaction levels.

Staffing & scheduling a team of technical support engineers, and thereby ensuring optimum performance. Identifying and implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members.

Good knowledge of various platforms like Cisco, Microsoft, AVOXI and Ring central, grand stream, CISCO Hardhones & Softphone products, technically sound with good knowledge of IT infrastructure.

Proficient in managing, motivating and leading teams for running successful business-critical IT Infrastructure with proven ability to achieve minimum downtime and within TAT Service Delivery.

Adept at handling critical projects, ensuring quality and service norms thereby helping the organization to keep up the pace with the latest technological trends.

Expertise in implementing complex Infrastructure roll-out projects.

An effective communicator and leader with proven team building and management abilities.

**Specialties: Service Delivery & Infra. Support.**

**End-User Support / Help desk Management.**

**Project Management.**

**Team Management.**

**Operations Management.**

**SLA /Performance Management.**

**Client Relationship Management.**

**Vendor Management.**

**Pharmaceuticals Sector IT Experience.**

**BUSINESS CONTINUITY PLANNING**

Identifies and communicates key responsibilities and practices to ensure the immediate team of direct reports promote a successful attitude, confidence in leadership, and teamwork to achieve business results.

Leads the implementation of business continuity programs to ensure the success of the Company Assist members of the department and other company associates in the maintenance of emergency response plans and procedures by administering the enterprise business continuity system of record, to include.

Creation and maintenance of user accounts and security roles

Management of system message

Act as Point of Contact for the product vendor

Create new business continuity plans and assign appropriate personnel to roles within the business continuity tool.

Assist in annual business continuity documentation updates.

Assist in the review and revision of existing plans and procedures, facilitating the testing and exercising of business continuity plans as required.

**Office 365 and SharePoint administration & AWS**

Ensuring the operational health of the SharePoint online environment including security, availability, performance, interoperability, and reliability

Administration, support, and configuration of MS Office O365 for staff

Maintenance/sustainment of existing client SharePoint sites and sub sites, lists, libraries, and content (including pages, workflows, and items)

Maintenance, and sustainment of additional complementary functionality for customer sub sites, lists, libraries, and content

Administer and support an enterprise-level Microsoft Exchange infrastructure

Troubleshoot Exchange related issues when alerted by monitoring software.

**General IT: End-user support and training for hardware and software**

Training and educating end-users on O365 capabilities and collaboration tools (OneDrive, Skype, OneNote, Outlook etc.)

Providing end-user support for all PC based hardware, applications, and services

New user setup and orientation including installing and configuring workstations, software, telephone services, network printing, etc.

Maintain and provide support for all IT infrastructure.

Provide tier 1 and tier 2 support and troubleshooting.

Troubleshoot OS, network, and storage related issues.

**ISON TECHNOLOGIES | Assistant Manager Period 26th Sep 2018 to Aug 2019**

**Job Profile.**

Responsible for overall direction and control of all aspects of the information technology function in the organization i.e., systems analysis, programming, data security and control, computer operations, and telecommunications.

Advises management on the use of computers and telecom equipment and is the administrative and technical head of all data processing activities. Directs strategic planning of computer and telecom systems to meet present and long-term information and communications needs of the company.

Key role in setting of company policies and guidelines relative to IT and telecom.

Preparation of IT and Telecom plans for existing and new business as needed.

Regular and systematic evaluation of the operating results of the IT organization, including reporting to the Head Information Technology and senior leadership team.

Overall development of IT and Telecom operations, processes, and procedures in support of company goals and objectives.

Ensures that all organization activities and operations are carried out in compliance with company code of ethics, local, state.

Develops and maintains strong, positive client relationships by building a bridge to the client and evaluating opportunities to improve their business. Supports all Operational efforts.

Managing and Monitoring DC 2012, ADC 2012, WSUS Server, FTP and File Server for ISONBPO at our Noida Site.

Managing and Monitoring McAfee EPO 5.3.2 server with DLP 9.4 & 10.0 for ISON BPO Noida’s systems.

Creating users, Groups and assigning share permissions.

Administration of DC & ADC 2003, 2008 & 2012, DNS & DHCP Servers.

Administration of McAfee EPO 4.5, 5.0.1, 5.3.1 & 5.3.2 Server.

Administration of WSUS, File & Storage Server 2012.

Taking and managing number of systems in DC 2012, McAfee EPO 5.3.2 and WSUS server.

Implemented DLP 9.4 (Data loss Prevention) & 10.0 to avoid the systems from the harmful viruses, Trojans & Malware.

Decent Amount of hands-on experience in managing and configuring policies of security devices like (Fortinet Firewall 90D, 300E, 500E).

**Achievement**

**Gurgaon ISON Site Project.**

**MMT(Goibibo)Process Go Live and Migration.**

**OLA Process Go Live.**

**SBI Process Go Live and Ramp-up.**

**OYO Process Go live and Migration.**

**Zomato Process Go Live.**

**Paytm Process Go Live.**

**Mankind Pharma | IT Executive Period 08th Aug 2017 to Sep 2018**

Networking operation:

Handling the network infrastructure LAN migration & configuration of network client workstations.

Configuring L2 Switches, L3 Switches & Routers.

Backup L2 Switches, L3 Switches & Routers

Updating LAN / WAN Network diagrams with relevant details.

Troubleshooting of LAN connectivity issues, software, and hardware.

Tracking problem, remediation scheduling, coordination, and prompt escalation.

Handling the network infrastructure LAN, VLAN, VPN / WAN, migration & configuration of network client workstations.

**System Administration:**

Configuring and maintaining windows Domain Controller, Additional Domain Controller,

Planning and scheduling latest windows updates and patch updates.

Designing backup strategy, ensuring scheduled / unscheduled backups as per the backup plan.

Installing and configuring server operating systems, application software, anti-viruses & hardware, etc.

Managing disk space, user profile creation and user rights management.

Configuration Windows Deployment Server.

Deploying Windows Group Policy.

Manage Print Server (Kyocera Printer

Manage Backup Server (Dell Quest)

Backup Job Schedule (Net vault Software)

QC /Productions Instruments Administration.

Create automatic backup of all QC instruments and Productions and water Systems.

Admin rights of all QC Instruments.

User Creations and project creations.

Manage HPLC Waters, server.

Backups restore as per SOP Process.

**Technical Support / Troubleshooting:**

Assigning user nodes to various devices installed and networked, handling allocation and protection of user rights, as per company's policies.

Installation of win server OS, Client OS & Linux

Deploying Windows XP, Windows 7, Windows 10

Deploying Windows VISTA, Deploying Microsoft office 2007,2013,2016

Configuring and troubleshooting a Windows Server 2008,2012 Network Infrastructure

Fundamental Windows Server 2008,2012 Active Directory

Configuring and Troubleshooting Windows Outlook 2007, 2010.2013,2016.

Maintain End Point Security.

**Achievement**

**Injection Block Project.**

**Storied Block Project.**

**Successfully passed USFDA Audit**

**QC Lab Infra Projects.**

**Live Technician | Smart Technical Solutions Sr. System Administrator Work Period 09st March 15 to 14th March 2017.**

**Job Profile**

**System Administration:**

Configuring and maintaining windows Domain Controller, Additional Domain Controller.

Planning and scheduling latest windows updates and patch updates.

Designing backup strategy, ensuring scheduled / unscheduled backups as per the backup plan.

Installing and configuring server operating systems, application software, anti-viruses & hardware, etc.

Managing disk space, user profile creation and user rights management.

Configuration Windows Deployment Server.

Deploying Windows Group Policy.

Client Servicing

Deployment and management of Advent Net Engine Service Desk Plus.

Resolving customer complaints on technical issues on time.

Ensuring 24X7 supports for client servicing.

Technical Support / Troubleshooting:

Installing & configuring network printer and other software / hardware devices.

Assigning user nodes to various devices installed and networked, handling allocation and protection of user rights, as per company's policies.

Installation of win server OS, Client OS & Linux

Deploying Windows XP

Deploying Windows VISTA, Deploying Microsoft office 2007

Configuring and troubleshooting a Windows Server 2008 Network Infrastructure

Fundamental Windows Server 2008 Active Directory

Configuring and Troubleshooting Windows Outlook 2007,2010.2013

**ISON BPO Pvt Ltd. Helpdesk Support Engineer Work Period 01st July13 to March 2015**

**Job Profile**

Installation of Windows XP, Vista, 7, 8, Server 2003, Server 2008.

Configure Network Installation through WDS Service.

Managing User Account & Groups.

Antivirus Software Installation & Updates.

Recovery.

Configuring Network Access and Windows Firewall.

Using Remote Desktop & Remote Assistance.

System Utilities and Monitoring Performance.

Provide helpdesk support and resolve problems to the end user's satisfaction.

Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority.

Modify configurations, utilities, software default settings, etc. for the local workstation.

Utilize and maintain the helpdesk tracking software.

Document internal procedures

Ensure each workstation has a computer, monitor, keyboard, mouse, hard drive, and any additional specialized equipment.

Install, test, and configure new workstations, peripheral equipment, and software.

Maintain inventory of all equipment, software, and software licenses.

Report issues to the Service Desk for escalation

Manage PC setup and deployment for new employees using standard hardware, images, and software.

Assign users and computers to proper groups in Active Directory.

Perform timely workstation hardware and software upgrades as required.

**System Administration**

Configuring and maintaining windows Domain Controller, Additional Domain Controller.

Planning and scheduling latest windows updates and patch updates.

Installing and configuring server operating systems, application software, anti-viruses & hardware, etc.

Managing disk space, user profile creation and user rights management.

**July 2012 to June 2013 Spanco BPO Services Limited, Dehradun L1 Engineer**

Spanco BPO offers world-class end-to-end business process outsourcing services that can help companies achieve improved business performance. Headquartered in Mumbai, India, Spanco BPO is the domestic BPO business of Spanco BPO Ventures Ltd. Spanco has operations in Dehradun for one of the large telecom service providers, IDEA Cellular, for their UP (West) and UP (East) circles Rajasthan, Delhi, Haryana circle.

Provider AIRCEL Cellular for their UP (East), Rajasthan, Haryana, MP, Delhi, Punjab, Circle.

**Job Profile**

Installation & maintaining and attending day-to-day user's problem calls.

Handling all escalation.

Unlocking Users id through Active Directory.

Solving the Application related problem by giving the net meeting to users.

Keeping Track on Asset movement.

Reset the password of login ID, Email ID.

Create the domain ID for New user & if he has shifted then change the OU.

Solving email related problem.

Local and BMC Ticket response within SLA for both inbound and outbound.

Co-ordinate with client vendors from time to time.

Assembling and reassembling of computer peripherals.

Install chips, circuit boards, systems, modems, keyboards, and printers.

Configure new hardware, install, and update the software packages.

PC Maintenance & Troubleshooting.

Installing the Network.

Create and maintain computer networks.

Creating RJ-45 Cables.

IP Addresses configuration.

Configuring, Managing and Maintaining Networking Equipment’s.

Installed and configured DHCP Client/Server.

**June 2011 - July 2012 Inspiration Network Solution Dehradun Field & Hardware& Network Engineer**

Its computer hardware & Network base company its take AMC government & private sector. Configure & Troubleshot laptops, desktops server & all components of the systems & networking devices.

Configure access point configure server, punching crimping) etc.

**ACADEMIC CREDENTIALS**

**2020 35 hours PMP Training Completed**

**2016 MBA (IT) from Karnataka University.**

**2013 B.A from HNBGU University**

**2011 CCNA Certified. (Cisco certified Network Associate)**

**Cisco Id - Cisco11958397**

**2011 CCNA Training Completed. (Cisco certified Network Associate)**

**2011 CompTIA N+**

**2010 NIIT Certified Hardware & Networking Professional (GNP)**

**2008 12th from U.K Board**

**2005 10th from U.A Board**

**PERSONAL DOSSIER**

**Date of Birth: 13 June 1990**

**Address: Panchkula**

**Nationality: Indian.**

**Marital status: Single.**

**Languages Spoken: English, Hindi.**

**Passport no - J8597511**

**(Sachin Dimri)**