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| **TOPOVIJAY DUTTA**  Decisive, strategic, and performance-driven professional targeting senior level assignments in **Asset Management/IT Infrastructure** with an organization of high repute | |  | |  | | --- | | **E-MAIL** topovijayd@gmail.com  **MOBILE** +91-7780464737 | |  | |
| **PROFILE SUMMARY**   * **ITIL Certified** professional with **10 years** of experience in **Hardware/Software Asset Management, Contracts, IT Infrastructure** * A technocrat with exposure in managing **infrastructure development and technical support** * Maintained **databases and records** of information such as licenses, service agreements, and warranties for the organization’s software and hardware * Skills in managing IT assets within a business from software and hardware; administered deployment and operational functions of an [**IT Asset Management (ITAM)**](https://comparesoft.com/it-assets-management-software/)**system** * **Skills in managing communication for high priority incidents or escalations** and any service disruption in production environment in a **24\*7 environment** and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores * Ensured **assets are accounted for (including those assets that are unassigned) and components are accurately reflected in the system** * Maintained processes, policies, standards, systems and measurements to manage both on a daily basis and long-term its IT asset portfolio **(software and technology-related hardware)** with regards to cost, control, risk, compliance, business performance objectives, and **IT Governance** * Planned development and upgrades procedures for software, hardware and other **IT equipment** * Impressive success in hardware- reconciliation, software licensing, contracts and licenses in relation to IT assets including negotiation, contract renewals, agreements and vendor management * Excellent at managing the complete maintenance of IT infrastructure of the client; skilled in IT Infrastructure Management and Technology Resource Administration * An effective leader with capabilities in **motivating & training teams** and maintaining deliverables as per the defined guidelines along with elevation of service standards for operational excellence   **AREAS OF EXPOSURE**   |  |  |  |  | | --- | --- | --- | --- | | **Asset Configuration**    **Licenses/Contracts**    **Service Agreements** | **Client Relationship Management**  **Vendor Management**  **IT Infrastructure** | **Technical Support**  **IT Service Management**  **IT Procurement** |  | | | | |
| **SOFT SKILLS**  **Analytical**    **Thinker**  **Planner**  **Innovator**  **Communicator**  **Collaborator** | **EDUCATION**   |  | | --- | |  | |  | **B.B.A.** from Institute of Business Management & Research Kolkata, West Bengal in 2011 |   **CERTIFICATIONS**   * CHAMP, CAMP, CSAM from IAITAM * ITIL v3 Foundation * Lean IT Foundation * Service now hardware asset management fundamentals * Lean Six Sigma Foundation Yellow Belt | | |
| **CAREER TIMELINE** | | | |
| **Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\workexperience24x24icons.png WORK EXPERIENCE**  **Since Jul’15 with Ashland LLC, Hyderabad**  **Growth Path:**  ***Jul’15-Jan’19 as General Application Support Specialist***  ***Since Feb’19 as Asset and Configuration Manager***  **Key Results Areas:**   * Administering IT assets globally and configuration management activities * Enhancing the strategies employed in technology spending, as well as in tracking and reconciling company assets within the Asset Management Database (AMDB) and Configuration Management Database (CMDB) throughout their lifecycle by implementing continuous improvement approach * Leading proactive audits and verifying software assets with license contracts, confirming hardware assets with actual inventory, and initiating corrective action * Implementing asset management platform by collaborating with application developers and IT support groups * Accommodating software and hardware configuration management needs * Conducting software reclamation and developing software compliance reports * Coordinating for software purchase and renewals, while, working with internal support teams and software publishers to resolve application issues, build software packages * Procuring hardware and software equipment requested by end users in SAP * Preparing reports and dashboards for management and other IT support groups, including impact analysis reports and configuration status reports for audits, budgeting, and other activities * Adhering to the IT Asset Management policies, procedures, and strategies that support the entire IT asset lifecycle * Controlling global e-waste disposal contracts and co-ordinate with vendor to schedule pickups, invoice payments * Developing procurement strategies across the organization that optimizes technology spend * Utilizing integrated software solutions that connect all company departments involved with IT assets, including the procurement, deployment, expense reporting, and management departments * Performing daily and long-term operational and strategic management of hardware and software * Planning and recording hardware assets and/or software license to make sure they complied with vendor contracts in different software tools * Designing processes relating to software and hardware asset management, execute and enhance them * Establishing and maintaining documentation of procedures, processes, and reports concerning asset and configuration management * Administering the planning, selection, purchase, development (customization), and implementation of new information systems and business applications for the organization that support business objectives   **Dec’12-Jul’15 with Verizon Data Services India Pvt. Ltd., Hyderabad**  ***Senior Associate***  **Highlights:**   * Evaluated documentation; troubleshot hardware, software, guided client through corrective steps; escalated problems to application support teams; tracked status of problems and solutions for resolving issues * Guided customers over new software installations and configurations * Enhanced caller capabilities by providing additional documentation; recommended training courses * Collaborated with application teams to capture troubleshooting steps and train peers to improve FCR * Extended support to the field technicians to identify hardware issues after part replacements * Identified common issues and created support documents; evaluated training opportunities for field technicians and conducted training sessions   **Jun’11-Nov’12 with Dell International Services India Pvt. Ltd., Hyderabad as Client Technical Support Executive**  **IT SKILLS/WEALTH OF EXPERTISE**   * Microsoft Office Suite, Windows OS, Active directory, SCCM * Service Now IT Service Management, Service Now Hardware Asset Management, Service Now Software Asset Management * Service Now Configuration Management * Service Now Performance Analytics, Flexera Suite, Microsoft Power BI, SAP Procurement | | | |
| **PERSONAL DETAILS**  **Date of Birth:** 23rd December 1989  **Languages Known:** English, Hindi, Bengali  **Current Address:** 3823, Janapriya Nile Valley, Chandanagar, Hyderabad, 500050 | | | |