HARSHIT BAJAJ

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Professional Summary

Working with “**HCL TECH LTD**.” as **consultant**. Having 12.6 YEARS of experience in IT industry with Pharmaceutical, Healthcare and Telecom Giant clients. A proven team builder and motivator. Generating the sense of Involvement amongst personnel, overcoming the general culture of Participation. Valid US Visa (Business Visa) and got the chance to visit US in 2014 for 2 months (8 weeks) in Durham (North Carolina) for Training Purpose.

* Results oriented, motivating engineer, with advanced skills in computer systems technical support and analysis. Strong points include systems management and administration, training, and development.
* Initiative-taking and meticulous individual who works well under pressure.
* Excellent communication skills, both verbal and written.
* Able to deal effectively with individuals at all levels.
* Provide support on application of all levels (L1, L2 and L3).

Skills

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| * SharePoint Online/ On-Prem
* Enterprise Project Management (EPM)
* Project Management (Schedule/ Plans)
* SharePoint Administrator
* SharePoint Designer
* Microsoft SQL Server
* SSRS (SQL Server Reporting Services)
 | * Microsoft Project Server Online/ On-Prem
* Info Path Forms
* JIRA Tool
* MS AZURE (Learning)
* Agile Methodologies, Scrum
* MS Teams, OneDrive
* Power Platform
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Work History

Consultant 12/2021 to Current

HCL TECH LTD – Noida, India

Handling Office365 Activities, mostly Issues in SharePoint Online, Project Online, MS Teams, OneDrive, Power Platform (Power Apps & Power Automate).

* Administer and maintain corporate SharePoint Office 365 Enterprise E3 implementation. Continually maintain enterprise SharePoint / Team Sites functionality and update as appropriate through a collaborative team environment.
* Part of Teams Telephony Project where we have configured few setups like Auto Attendant, Call Queues.
* Contributes to overall team goals through effective communication, a positive attitude and team collaboration.
* Discovers, designs, and implements Advanced SharePoint solutions for clients.
* Working with Development, Consulting and Business Intelligence teams to meet project goals.
* Develop and deploy SharePoint / Team Sites functionality including workflow, forms, and any other required team collaboration functionality.
* Identify requirements for new team functionality and design, develop, and deploy SharePoint / Team Sites solutions.
* Work closely with different business units to capture requirements supporting business optimizations and operations automation.
* Administer security and governance of Office 365 SharePoint sites, libraries, etc.
* Ensure end user friendly portal and facilitate routine SharePoint usage training to end Users.
* Configure and Manage Content Management (eDiscovery, Records Management, Retention Policies, IRM, Metadata, Document Sets, etc.

Product Support Tech Advisor 04/2020 to 11/2021

IQVIA RDS (India) Pvt Ltd – Bangalore, India

Supported hosted and premise customers on the Microsoft Project Server & Microsoft SharePoint Platform. Willing to take on large support tasks. Thrives in Lean, metrics-based environment. Cross-team collaboration to solve issues.

* Performed Project Server End to End Migration from 2010 version to 2016 version using Microsoft Scripts & third-party tool (FluentBooks & MetaVis Software’s).
* Part of Daily Stand-Up Calls & Grooming Calls to understand the new development going on in the application.
* Taking Care of deployments on Production & Lower Environments using PowerShell & GitLab Tools.
* Performed Escalation Engineer responsibilities, such as identifying escalation paths, engineering, and implementing solutions.
* Worked with business customers, to repair strained relationships and decrease churn.
* Provided the highest level of customer support to internal and external customers.
* Logic-based approach to problem-solving improves customer outcomes and proper documentation of application issues.
* Created business and customer facing documentation.
* Mentored new and existing team member to improve overall performance.
* Meets or exceeds all individual and team goals.
* Software Testing, user story creation and JIRA entry.
* Saved Time by implementing cost-saving initiatives that addressed long-standing problems.

Project Lead 01/2019 to 03/2020

Technosoft Global Services Pvt Ltd – Bangalore, India

Hardworking Project Lead with an exceptional commitment to exceeding client expectations. Engaging and friendly with the ability to manage work quality, key milestones, and deliverable s. Experienced IT leader with top-notch implementation and project management abilities. Highly organized, methodical, and skilled at building consensus across high-performance teams. Well-versed in Project Management planning and deployment. Monitored progress and examined risks of various projects, including setting forth contingency plans. Developed and trained junior team members by utilizing industry experiences to ensure optimal project strategy.

* Maintained tactical control of project budgets and timelines to keep teams on task and achieve schedule targets.
* Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.
* Set up and managed team meetings.
* Performed independent analysis and provided recommendations to overcome project obstacles.
* Planned, executed, and controlled assigned projects, ensuring work performed complied with contractual requirements.

Senior Product Support Specialist 01/2017 to 12/2018

Technosoft Global Services Pvt Ltd – Pune, India

* Involved in the planning, Implementation, Configuration, and customization of EPM (Project Server)
* Managed and motivated project teams to promote collaboration and keep members on-task and productive.
* Maintained tactical control of project budgets and timeliness to keep teams on-task and achieve schedule targets.
* Maintained flexible schedule and responded to after-hours and weekend emergencies.
* Gathered requirements, defined scopes, allocated resources, and established schedules meeting or exceeding project demands.
* Created full-fledged implementation plans, accounting for ROI, cost-benefit, and other analyses.
* Provided team with coaching and direction.
* Installation of WSP on project server environments to add the out of box functionality.
* Making Reports in SQL using SSRS and SSAS.
* Maintaining of all the environments (Dev, Test, UAT and Production).

Product Specialist 10/2013 to 01/2017

Technosoft Global Services Pvt Ltd – Pune, India

Worked as a PSA (Project Server Administrator) & SharePoint Administrator.

* Provide Training of Project Server Environments.
* Researched product's technical specifications and accurately communicated information.
* Continually expanded knowledge of Project Server product line.
* Customization and deployment of Project Server according to the client requirements on all the environments like UAT, Test, Dev, and Production.
* Migration/Up-gradation of Project Server Environments from one version to another like (Project Server 2010 to Project Server 2013).
* Involved in the planning, Implementation, Configuration, and customization of EPM (Project Server).
* Planning of the various projects by creating the project plans using the Microsoft Project.
* Research and Development related to customization of Application.
* Supporting Business Clients to related applications.
* Implementation of new projects into the Project Server environments.

Techno-Functional Consultant 12/2010 to 10/2013

Astrowix Project Solution Pvt Ltd Noida, Uttar Pradesh, UP

* Migration of EPM 2007 to EPM 2010 manually as well as automate with all the Custom lists, Workflow's of SharePoint Designer, Projects, Project Workspaces & Reports.
* Developed and managed project plans while providing status updates to management.
* Migration of all the data of SQL Server 2005 to SQL Server 2008.
* Delivered 4 projects per year with consistent record of meeting timeline, scope, and budget requirements.
* Workflow Creation through SharePoint designer.
* Create a custom list and site column through Cascading Utility.
* Reports deployment through SQL Reporting Services.

Education

Master of Business Administrator: Marketing & Information Technology

Swami Vivekanand Subharti University – Meerut, U.P 08/2024

Bachelor of Engineering: Computer Science and Engineering (CSE) 08/2010

Maharishi Dayanand University – Rohtak. Haryana

High School Diploma 03/2006

Sarvodaya Vidyalaya - New Delhi, India

Accomplishments

* Impact Bronze Award to successfully complete the
* Team Achievement Award (Q-4, Oct - Dec 2019)
Honor date - Jan 2020 Honor Issuer - Technosoft Corporation
Honor Description - Got the Team Achievement Award for Q-4, 2019.
* Employee of the Quarter Award (Q-2, April - June 2014)
Honor Date - Aug 2014 Honor Issuer - Technosoft Corporation
Honor Description-Employee of the Quarter Award for Q-2, 2014.

Certifications

* Microsoft Power Platform App Maker Associate (PL-100), Issuing Authority Microsoft (Credentials ID I782-1322)
* Microsoft Power Platform Fundamentals (PL-900), Issuing Authority-Microsoft (Credential ID I536-2909).
* Site Reliability Engineer (SRE) Associate, Issuing Authority-Cloud Native Labs Academy by HCL Technologies (Certificate ID ASC11007).
* Microsoft Azure Fundamentals (AZ-900), Issuing Authority-Microsoft (Credential ID I230-1628).
* IIHT Ltd - IT Information Library Foundations Certification (ITIL), Issuing Authority-IIHT Ltd.
* Microsoft Managing Projects with Microsoft Project 2013 (MCTS), Issuing Authority-Microsoft (Credential ID F429-7605).
* Microsoft Certified Professional, Issuing Authority-Microsoft (Credential ID F429-7606).

Languages

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| **Hindi**: Bilingual or Proficient (C2) |  | **English**: Upper intermediate (B2) |

Hobbies

* Playing Badminton, Football and Snooker.
* Driving and Bike Riding.
* Tracking.