

SHADAV MOHAMMAD **ANSARI**

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Professional Summary

Diligent professional with total 18 plus years of rich experience in IT Infrastructure Management & Operations Management, System & Network Administration ,Technical Support, Cloud Migration & Deployment & Training. Excellent communication & interpersonal skills with strong analytical, team building, problem solving and organizational abilities.

Skills

- IT Infrastructure Management
- Cloud Migration & Deployment
- IT Operation Management
- IT Project Management
- System Administration
- Help Desk & User Administration
- Assets Management
- Resource & Team Management
- Vendor Management
- O365 Administrator

Professional Experience

- Manage and administer On Premise and Cloud IT infrastructure including O365 tenancy , Azure and AWS subscriptions.
- Manage, maintain, support, and optimize key functional areas particularly server infrastructure, network infrastructure, anti-virus system, backup system , asset management system and telecommunications system.
- Proven experience in providing spectrum of IT services ranging from IT infrastructure, solution design & delivery and IT operational support.
- Experience in setting-up of IT Departments from scratch and leading projects on roll-out of IT Infrastructure & Data Centre.
- Collect and analyze data to identify problematic areas and implement strategic solutions proactively.
- Provide excellent customer service, respond to escalations, and build self-serving tools/methods for customers and support teams.
- Manage and Administer the Helpdesk and prepare the monthly reports.
- Be the primary point for overall health, performance, monitoring of the entire IT infrastructure.
- Lead IT team by mentoring, training and coaching end users and appraising their performance.
- Provide support to end users and remote users for MS Office 365, Mail Issues, OneDrive and Skype for Business, Team at different geographical locations.
- Actively monitored, researched, and analyzed health of MS Office365, Azure and AWS subscription to improve the services.

Previous Work Experience

IT Infra. Lead Interpro People – Noida, U.P.	11/2019 to 02/2020
IT Manager Code Inc – Gurgaon, Haryana	01/2017 to 10/2019
IT Administrator The Children's Place – Gurgaon, Haryana	04/2007 to 01/2017
Technical Support Engineer Chipsoft Pvt. Ltd – New Delhi, Delhi	08/2005 to 03/2007
Technical Support Engineer Net Connect Pvt. Ltd. – New Delhi, Delhi	04/2004 to 07/2005
Technical Support Executive SSI Ltd – New Delhi, Delhi	08/2003 to 03/2004
Senior Faculty Applet Computer – New Delhi, Delhi	03/2001 to 07/2003

Noteworthy Accomplishments

- Successfully implementation and migration of systems on cloud in 2018.
- Managed and lead the team to setup company new ECOM Store in 2017 .
- Effectively completion of relocation of existing IT Infrastructure to new location with minimal downtime in 2016.
- Successfully completion of IT Infrastructure Setup from scratch within budget and on time in 2013.
- Received Certification of Appreciation in 2005 for coordinating onsite activities for CMMI Level5.

Education

M.B.A I.F.T.M. M.J.P. Rohilkhand University - U.P.	1999
B.Sc. H.N.B. Garhwal University - Uttarakhand	1995

Certifications

- **Microsoft Azure Solutions Architect Expert**
- **PMP (PMI)**
- **ITIL Foundation (V3)**
- **Microsoft Project 2013**
- **MCSE, MCSA and CLP**
- **Aptech Certified Ecommerce Professional from Aptech Ltd**
- **AWS Cloud Practitioner Essential**