NAVNEET KUMAR

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PROFILE

I am a System Engineer with 4+ years of experience in Technical Support, Application Support, AD and Exchange Administration, and Service Delivery. Skilled in troubleshooting complex issues and delivering effective solutions, averaging over 300+ resolved tickets per month.

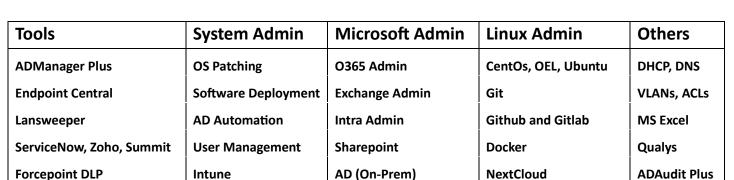
EDUCATIONAL HISTORY

COURSE	SCHOOL/COLLEGE	PERIOD	PERCENTAGE
B.Sc. (Information Technology)	Annamalai University	2020 – 2022	61%
Diploma (Digital Electronics)	Ambedkar Institute of Technology	2016 – 2019	62.5%
Matriculation (10th)	GBSSS NO.2	2015 – 2016	72.2%

CERTIFICATION

- AZ-900: Microsoft Azure Fundamentals 2023
- <u>Cloud Computing</u> Internship Certification with Corizo 2023
- CCNAv7: Introduction to Networks 2020
- <u>Linux for Cloud & DevOps Engineers</u> 2023











Work History

Clear-Trail Technologies, Noida: April 2024 (Currently Working as a System Engineer)

- Implemented AD automation with ADManager Plus for user enrolment, deactivation, and group management, including email deletion, account movement to deactivated OUs, and group membership updates.
- Saved over 50 hours of manual helpdesk work per month by automating user management tasks in Active Directory (AD).
- Managed incoming support tickets, prioritized by severity (P1, P2), and ensured timely resolution in accordance with SLAs.
- Create weekly AD backups, including user and group data, ensuring quick restoration during emergencies.
- Managed Exchange tasks, including mailbox access, distribution list (DL) creation, DL-to-mailbox conversions, message tracing, and email permission management.
- Led monthly audits and removal of unused distribution lists (DLs)
- Oversaw Windows patch updates, software deployment, and agent installations/uninstallations using Endpoint Central, ensuring system security and updates.
- Managed malware prevention by identifying, tracking, and removing malicious software from the organization.
- Managed and maintained in-house blade servers, including OS installations, updates, and ensuring optimal system performance.
- Provided ongoing support for in-house and AWS Linux servers, managed ACLs, and oversaw Private Cloud environments.

Publicis Groupe, Gurugram: April 2022 – Dec 2023 (Worked as Infrastructure Admin)

- **Technical Troubleshooting:** Helped employees solve all kinds of tech hiccups, whether it was VPN, Windows, Mac, or Office applications—whatever they needed to keep things running smoothly.
- Remote Assistance: Used tools like Bomgar, TeamViewer for efficient troubleshooting
- Access Management: Work on Azure Active Directory and on Prem Active Directory for a password reset, policy, and rights, mirroring of accounts, Identity and Access Management (IAM).
- **ServiceNow (ITSM):** Works on ServiceNow also take care of the report, which includes the auto-routing of the problems/ issue of users to be escalated to the concerned workgroup.
- **Incident Handling**: Kept a close eye on severity calls, tracked SLAs, generated reports, and made sure nothing slipped through the cracks.
- **Process Focus**: Stayed on top of SLAs daily, monthly, and yearly to keep everything on track and running like clockwork.
- **Team Leadership**: Led the global support team, reducing customer support issues and hitting a 98% satisfaction rate, while mentoring new hires to get them up to speed quickly.
- **Collaboration and Problem-Solving**: Worked together with process managers to identify pain points and improve operations wherever possible.

Total IT Consult LLP, Delhi: May 2021 – April 2022 (Worked as Service Desk Analyst)

- **Project Coordination:** Managed 10+ projects like Nokia, SC Johnson, and Mondelēz, ensuring smooth operations across regions.
- Case Handling: Logged cases, assigned engineers based on availability, and coordinated their schedules for EMEA, NAMR, and APAC shifts.
- **Onsite Support:** Facilitated communication between clients and engineers during site visits, offering support as needed.
- Ticket Management: Worked on high-priority (P1, P2) tickets, ensuring quick resolutions and proper closure.
- Billing and Reports: Generated monthly bills and created detailed reports for accurate invoicing.
- Client Interaction: Managed client calls and ensured efficient communication throughout the process.

DCDC Kidney Care, New Delhi: August 2020 – May 2021 (Worked as IT - Executive)

- **Software Setup:** Installed and configured DLP, antivirus, printer, and scanner software for projects.
- Issue Resolution: Fixed hardware and software problems for desktops, network devices, and peripherals.
- Network Management: Managed IPs, MACs, and configured routers for AP, WISP, and repeater modes.
- Billing & Vendors: Handled IT billing and coordinated with vendors for cost-effective services.
- Asset Tracking: Maintained hardware inventory and ensured efficient asset management.

SOFTSKILLS

- Experienced in working with diverse backgrounds, dedicated, adaptable, and responsible.
- Proficient in written and verbal communication and active listening

INTERESTS AND ACTIVITIES

- Writing Blogs (Medium)
- Surfing Web
- Poetry

Navneet Kumar