

# 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
- [Cloud Computing](#) Internship Certification with Corizo – 2023
- [CCNAv7: Introduction to Networks](#) - 2020
- [Linux for Cloud & DevOps Engineers](#) – 2023



## TECHNICAL SKILLS

Tools	System Admin	Microsoft Admin	Linux Admin	Others
ADManager Plus	OS Patching	O365 Admin	CentOs, OEL, Ubuntu	DHCP, DNS
Endpoint Central	Software Deployment	Exchange Admin	Git	VLANs, ACLs
Lansweeper	AD Automation	Intra Admin	Github and Gitlab	MS Excel
ServiceNow, Zoho, Summit	User Management	Sharepoint	Docker	Qualys
Forcepoint DLP	Intune	AD (On-Prem)	NextCloud	ADAudit Plus

## Work History

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### **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**