

# Sangish Singh Rawal

IT Systems, Security & Services

Professional

Comptia Security+, ISC2-CC

PMI-CAPM, IIBA-ECBA (Entry Level

Business Analyst), ITAM - IT

Software/Hardware Asset Management

## Contact

Residential Address:

A-57 Sector-55, NOIDA,

Gautam Budh Nagar,

Uttar Pradesh 201301

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E-mail: Sangish@hotmail.com

## Education

Intermediate\10+2\Twelfth:

Passing year: 2001

Jamia Millia Islamia University,

Okhla, New Delhi

Matriculation\10th\Tenth

Passing year: 1999,

Rockwood Sr. Sec. School,

Noida, Uttar Pradesh

## LinkedIn Profile

<https://in.linkedin.com/in/sanjeeshsingh>

## Personal Details

Date of Birth: 14th July 1983

Marital Status: Married

Gender: Male

Marital Status: Married

Father's Name: Jagdish Singh Rawal

Mother's Name: Late Usha Rawal

An IT professional with a proven track record of delivering excellence. Specializes in enabling organizations to achieve better IT Project Initiatives, Service Management, Cybersecurity, Compliance, Data Protection, Asset Management, Project Support & Management, and Continual Improvement. Focuses on aligning these efforts with business objectives while ensuring a delightful user experience. Provides valuable advice, suggestions, and reports to senior management to facilitate the implementation of best practices, policies, and procedures for effective IT Service Delivery. Excels in coaching and mentoring team members to enhance their utilization, documentation, and problem management skills related to IT systems and services. With ultimate goal to deliver exceptional value to the organization I can manage optimal utilization of IT Assets and Resources.

## Work History

### IT Project Coordinator

NTT Data, NOIDA (on Payrolls of BRISA Infotech, Pune)

Duration: Oct'2020 to Mar'21

- Working with the Project Manager for Coordinating, Collating & Communicating Plans, Schedules & Progress over the Project in Progress
- Collating & Coordinating with Managed Service Provider for the Progress of Computing Devices (Windows 7 based) Migration to Windows 10
- Clearance & Confirmation of Machines migrated to Windows 10 over the Applications & Devices
- Supporting In Place & Asset Refresh Migration of existing Client Machines to Windows 10
- Communication, Coordination & Reports for Stakeholders over the daily progress & activities

### Sr. IT Administrator

Radius Synergies International Pvt. Ltd., Noida

Sept'2018-Apr'2019

- Managing the entire IT Setup of the Organization comprising of Datacenter, Cloud Computing connectivity, Enterprise Applications, Onsite & Offsite Userbase
- Managing the IT Support Team in Service Desk issues & escalations
- Administration of Windows 10, 7, Apple IOS, macOS & Linux Laptops, Office 365, Google Suite
- Management, Design & Configuration of Wired & Wireless network
- Administrating FortiGate Fortinet 80E Firewall for Internal Security & VPN connectivity
- Managing the CCTVs, Conference Room, MF Printers, Biometric Attendance device
- Managing Vendor for purchasing & procurement of IT Requirements
- Improving the current IT Infrastructure & implementation of new technologies to help Organization in achieving their business objectives

## Skills

- Self-motivated
- Goal oriented
- Highly focused
- Customer Service Management
- Communication
- Collaboration
- Technical Writing
- Critical thinking
- Business Analysis
- Problem solving
- Project Management
- IT Services Management
- Stakeholder Management
- Team Management
- Change Management
- IT Procurement
- Vendor Management

## Knowledge

- Windows Server Administration
- VMware
- Microsoft Intune
- Hardware Asset Management
- Asset Refresh
- Asset Lifecycle Management
- Digital Transformation

### **EUT - Hardware Analyst (APAC Region)**

#### **CEB India Pvt. Ltd., Gurgaon**

**Mar'2014 to Mar'2018**

- Managing & Supporting the End User Computing Assets, Dell, HP & Lenovo made Laptops, Desktops, Workstations & Apple MACs for CEB's APAC Region as an Individual contributor
- Discover and advise process improvements to streamline IT Assets workflow and ensure effective acquisition, recording, deployment, reclamation, maintenance & disposal of Hardware Assets
- Understanding & getting Senior Management's approval of Process and Procedures for effective utilization of Hardware Assets
- Focus on Optimization, Control and Reporting of Hardware Assets utilization, in-stock availability & lifecycle
- Managing, validating & cleansing of Asset Management Data Base
- Coordination with Stakeholders in Service Desk, Network, Security, Administration & Finance Teams in APAC Offices
- Half yearly Financial Reconciliation of Assets with Finances Fixed Asset Register
- Handling successful, near zero Internal & External Compliance Audits
- Managed Inventory & Life cycle of more than 2,500 End User Assets
- Leading successful Asset deployments & finished within timelines
- Managing the End User Asset refreshes for End-of-Life equipment
- Supporting escalated & identifying regular trends in Incidents raised for Applications & Equipment issues
- Providing Resolution for all major Hardware & Software issues been faced by End Users
- Procurement, Recording, Deployment & Allocation of IT Hardware Assets to Service Desk & Infrastructure Teams
- Updating & Reviewing all Assets records in Asset Management Tool - HP Asset Manager
- Vendor management for Standard & Nonstandard Asset procurement, Negotiation for better services & pricing
- Ensuring & Validating accuracy of IT Inventory & maintaining Asset Management tool - HP Asset Manager to be in sync with the Assignments, In-Stock, Contractors with their APAC Office locations
- Achievements - Have successfully handled more than 3 Office Setups, 11 Asset Upgradation Projects & 3 Asset Disposal Tasks within 2 years in CEB
- These projects have been carried within timelines & highly appreciated
- Handling Assets for Office Locations & Users based across STPI\SEZ Offices
- Getting near zero asset variation Audits - Internal & External

### **IT Executive**

#### **MOTIF Infotech Pvt. Ltd., NOIDA**

**Jun'2013 to Mar'2014**

- To administer & maintain IT infrastructure constituting of laptops, Desktops and Servers in Datacenter
- Supporting, assisting & training Users in daily IT issues
- Supporting & Administering Windows XP, 7 and Server OS 2003 & 2008

- Monitoring Network connectivity & resolving ISP or Intranet issues
- Purchasing & Coordinating with Vendors for the Organizational IT requirements
- Supporting VOIP Devices (Desk-phones & Soft-phones) used within Call Center - IP PBX
- Perform basic and complex troubleshooting, backup, archiving, and disaster recovery

**IT Executive**  
**KayBee India Pvt. Ltd., Gurgaon**  
**Apr'2012 to June'2012**

- Managing the entire IT Support, Servers, Networks, Applications & Security
- To administer & maintain the IT infrastructure - Wireless Access Points, MFP Printers and IP PBX
- Perform basic and complex troubleshooting, backup, archiving, and disaster recovery
- Resolve basic and complex help desk issues in a timely manner
- Manage inventories of software licenses, software, hardware, and other IT supplies
- Purchasing software, hardware and other IT supplies
- Supporting, assisting & training Users in their daily IT Issues & Requirements

**IT Executive**  
**Luxor Writing Instruments Pvt. Ltd., New Delhi**  
**Oct'2008 to Mar'2012**

- Responsible for maintaining, monitoring & installing of Computer & Network devices at Company's Branch Units (Manufacturing & Management)
- Administering, managing & monitoring of Active Directory, DHCP, WSUS and Terminal Servers, Applications & Corporate Antivirus
- Supporting End Users in Day to Day IT related problems
- Ensuring Data Safety (Backup) & Integrity (from unauthorized access) for Servers, Laptops & Desktops
- Vendor Management for Organization's IT Assets & Peripherals requirement

**Resident Technical Member**  
**Mphasis, Noida**  
**Sep'2007 to Oct'2008**

- Working as a Resident Engineer providing IT Infrastructure Support, Responsible for maintenance & management of IT Infrastructure (Applications, Desktop, Servers, Network & Datacenter) implemented in BPO operations
- Shift leading and being responsible for entire support during the duration with two Desktop Engineers
- Maintaining Hardware Inventory of Desktops, Laptops & Servers being used at Site

- Preparing Desktops for various Clients based on Mphasis's Projects
- Troubleshooting, diagnosing faults in Desktops, Laptops & Servers and getting them repaired considering their warranties from Vendors
- Coordination with Clients for troubleshooting critical Applications to keep them up & working
- Supporting Users with their day to day issues on Desktops, Laptops with Windows XP as the operating system
- Creating & Deleting User Ids on Active Directory for New Hires & Leavers from Jira tracking tool
- Maintaining Servers Data backup tapes - Weekly Rotation, Onsite & send tape to Offsite locations
- Monitoring Datacenter Servers, Network Routers, Switches, Telecom Devices

**Technical Support Executive**  
**Fujisawa Total Solutions, Noida**  
**Nov'2006 to Aug'2007**

- Visiting & providing support to corporate clients for Support over Hardware, Software, Network and other IT infrastructure onsite
- Maintaining Hardware & Network devices - Laptops, Desktops, Servers, Printers, Network Switches, Wireless Access Points, Scanners
- Installation & Configuration of Windows XP, MS Office, Corporate Antivirus Solutions, Windows 2000 & 2003 Servers for AD Users, Printers, Network Folders, Internet Access
- Backup for Laptop, Desktop Users in Client Locations

**Technical Support Engineer**  
**Pegasus Equipment Pvt. Ltd., New Delhi**  
**Sep'2005 to Mar'2006**

- Installation of Proximity and Long Range RFID Access Control, Fire Alarm, Door Interlock Systems, Biometric Access & Attendance Devices - Serial Port & IP Network based
- Installation, Configuration & Training of Biometric Access & Attendance Devices
- Software, Database & Plugins installation and Training to Software End-users at Client side
- Configuration of RFID Cards, Devices & Installation of Devices Control Software on Computers
- Handling projects for pan India customers for installations & configurations of various devices
- Preparing Project plan for execution & tracking progress of the Projects undertaken
- Technical Sales Demo for Pegasus Products

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## **Certifications**

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- ❖ **CompTIA Security+ 701**
  - June'2025
- ❖ **ISC2 CC (Certified in Cybersecurity)**

- March'2025
- ❖ **MS SC-900 (Security, Compliance & Identity Fundamentals)**
  - March'2025
- ❖ **PMI – CAPM (Certified Associate in Project Management)**
  - August'2024
- ❖ **ISACA – COBIT 2019 Foundation**
  - July'2024
- ❖ **IIBA – ECBA (Entry Certificate in Business Analysis)**
  - May'2024
- ❖ **COI - ISO 27001 – Lead Auditor**
  - April'2024
- ❖ **PECB - ISO 37301:2021 Foundation (Compliance MS)**
  - March'2024
- ❖ **AWS – CCP (Certified Cloud Practitioner)**
  - January'2024
- ❖ **Microsoft AZ-900 (Azure Fundamentals)**
  - December'2023
- ❖ **SAFE 5.1 – POPM (Product Owner/ Product Manager)**
  - May'2023 (Expired)
- ❖ **Scrum Alliance – CSPO (Certified Scrum Product Owner)**
  - August'2022 (Expired)
- ❖ **Scrum Alliance – CSM (Certified Scrum Master)**
  - August'2022 (Expired)
- ❖ **Axelos – Prince2 2017 Practitioner**
  - July'2022 (Expired)
- ❖ **Axelos – Prince2 2017 Foundation**
  - March'2022
- ❖ **Axelos – ITIL 4 Specialist CDS (Create, Deliver & Support)**
  - June'2021
- ❖ **Axelos – ITIL 4 Foundation**
  - July'2022
- ❖ **PROZM – CHAM (Certified Hardware Asset Manager)**
  - September'2020
- ❖ **PROZM – CSAM (Certified Software Asset Manager)**
  - September'2020
- ❖ **Vskills – Certified 5S Professional**
  - March'2022
- ❖ **Vskills – Certified Procurement Management Professional**
  - March'2022