

# Sangish Singh Rawal

ITIL4 - FND & Specialist CDS,

Prince2 - FND & Practitioner,

ScrumAlliance – CSM & CSPO

E-mail ID: [Sangish@hotmail.com](mailto:Sangish@hotmail.com)

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

Address:

A-57 Sector-55, NOIDA,

Gautam Budh Nagar,

Uttar Pradesh, 201301

Mobile: +91-9810481570

## Career Summary

An IT Professional delivering excellence by enabling Organizations with better IT Service Management, Asset Management, Project Support & Management and Continual Improvement with focus on Business Objectives while maintaining delightful User Experience. Advising, suggesting & reporting Senior Management's for implementing best practices, policies & procedures for effective IT Assets, Service & Project Management. Coaching & Mentoring team members towards better utilization, documentation & problem management related to IT Systems & Services to deliver Value.

## Personal Profile

Date of Birth	:14 <sup>th</sup> July 1983
Father's name	: Mr. Jagdish Singh Rawal
Gender	: Male
Marital Status	: Married
Languages Known	: English & Hindi
Strengths	: Self-motivated, Goal oriented, Highly focused to meet Organizational Objectives within defined Cost, Quality & Time. Customer Service, Communication, Collaboration, Strong work ethics, Trustworthy, Versatile, Detail oriented, Technical Writing, Critical thinking, Analysis, Problem solving.
Management @ work	: Time management, Project Management, IT Services Management, Stakeholder Management, Team Management, Change Management, IT Procurement, Vendor Management,

## Professional Qualification

- **Certificate in Hardware & Networking from Oxford Software Institute, New Delhi.**
- **MCSE 2003 Certification (2006)**
- **Done CCNA Course from IACM, South Ex. New Delhi (Cisco Certification remains)**
- **ITIL4 Foundation Certified**
- **ITIL4 Specialist – Create Deliver & Support (CDS) Certified**
- **PROZM Certified SAM Professional**
- **PROZM Certified HAM Professional**
- **Project Management - Prince2 Foundation & Practitioner**
- **Certificate Bridging the gap between Strategy Design & Strategy Delivery by Brightline PMI**
- **ScrumAlliance – CSM (Certified Scrum Master) & CSPO (Certified Scrum Product Owner)**



## Academic Education

- **10+2 from Jamia Millia Islamia University, New Delhi with 61.2% first division.**
- **10<sup>th</sup> from Rockwood School, Noida (CBSE board) with 78.8%.**

## Work Experience Summary (job description below)

9. **Project Coordinator – Windows 10 Deployment**  
NTT DATA, NOIDA (On Payrolls of BRISA Infotech)  
From: October'2020 to March'2021
8. **Senior System Administrator**  
Radius Synergies International Pvt. Ltd., NOIDA  
From: September'2018 to April'2019
7. **IT Analyst(Senior Hardware Technician (APAC) in End User Technologies (EUT) Practice**  
CEB India Pvt. ltd, Gurgaon  
From: March'2014 to March'2018
6. **IT Executive in IT Infrastructure & Support Department**  
Motif Infotech, Noida  
From: June'2013 to March'2014
5. **IT Executive in Corporate IT Functions**  
GrupoKaybee, Gurgaon  
From: March'2012 to June'2012
4. **IT Executive in Business IT Systems & Infrastructure Department**  
Luxor Writing Instruments Pvt. ltd., New Delhi  
From: September'2008 to March'2012
3. **Resident Technical Member in IT Infrastructure & Service Desk**  
Mphasis BPO (on rolls of Inknowtech Solutions), Noida  
From: September'2007 to September'2008
2. **Technical Support Executive in Client Sales & Services Department**  
Fujisawa Total Solutions, Noida  
From: November'2006 to August'2007
1. **Customer Support Engineer in Sales & Technical Support Department**  
Pegasus Equipment Pvt. Ltd., New Delhi  
From: September'2005 to March'2006

## Skillsets, Knowledge & Exposure

- Administration & Support - Windows Server Administration, Windows 10 & Windows 11
- Virtualization - VMware, Microsoft & Citrix environments
- Microsoft Active Directory (IAM) & Office 365 Administration, Google Suite Administration
- Virtual Desktop Infrastructure – Microsoft RDS, VMware Horizon & Citrix XenDesktop
- UEM, MDM & MAM - Microsoft Intune, VMware AirWatch, MobileIron, Meraki MDM
- Datacenter Hardware & Connectivity - Servers (HP, Dell), Racks, Power DU, Mux/Demux, ISDN PRI, MPLS
- Corporate Antivirus Suite - Symantec, McAfee, EScan
- Routing & Switching –Cisco Meraki, Ubiquiti Unifi, VLANs, VPNs, Voice & Wireless LAN
- IT Security –Cisco ASA & Fortigate Fortinet Firewall & UTM configuration,
- Hardware Asset Management & Inventory for End User and Datacenter Assets
- Asset Procurement, Asset Technology Refreshes, Asset Dispositions
- Asset Lifecycle Management, Digital Workspace Transformation Initiatives – Windows 7,8 to Windows 10(Requisition, Procurement, Preparation, Deployment, Recovery & Disposition)
- Technical Writing, Business Analysis, Design Thinking, Project Management
- IMAC – Install, Move, Add, Change based Inventory Tracking & Management

## Work Experience

- 9). **Organization:** **NTT DATA, NOIDA (on Payroll of BRISA Infotech)**  
**Designation:** **Project Coordinator (End User Computing Project)**  
**Duration:** **From 5<sup>th</sup> October'2020 to 31<sup>st</sup> March'2021**

### **Responsibilities for the Job Profile:**

- Working with the Project Manager for Coordinating, Collating & Communicating Plans, Schedules & Progress over the Project in Progress
- Collating & Coordinating the Progress of EUC 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

- 8). **Organization:** **Radius Synergies International Pvt. Ltd., NOIDA**  
**Designation:** **Sr. IT Administrator**  
**Duration:** **From 28<sup>th</sup> September 2018 to 17<sup>th</sup> April 2019**

### **Responsibilities for the Job Profile:**

- 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

- 7). **Organization:** **CEB India Pvt. Ltd., Gurgaon (Gartner acquired, 2017)**  
**Designation:** **EUT – Hardware Analyst (APAC Region)**  
**Duration:** **Fom March'2014 to March'2018**

### **Responsibilities for the Job Profile:**

- 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 AssetManager.
- Vendor management for Standard & Nonstandard Asset procurements, 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

- 6). **Organization:** **MOTIF Infotech Pvt. Ltd., NOIDA**  
**(Ramped operations in Noida to Vadodara)**  
**Designation:** **IT Executive**  
**Duration:** **From June'2013 to March'2014**

**Responsibilities for the Job Profile:**

- 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 & Softphones) used within Call Center – IPPBX.
- Perform basic and complex troubleshooting, backup, archiving, and disaster recovery.

- 5). **Organization:** **KayBee India Pvt. Ltd., Gurgaon**  
**Designation:** **IT Executive**  
**Duration:** **April'2012 to June'2012**

**Responsibilities for the Job Profile:**

- Managing the entire IT Support, Servers, Networks, Applications & Security
- To administer & maintain the IT infrastructure - Wireless Access Points, MFP Printers and IPPBX.
- 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

- 4). **Organization:** **Luxor Writing Instruments Pvt. Ltd., Okhla – New Delhi**  
**Designation:** **IT Executive**  
**Duration:** **October'2008 to March'2012**

**Responsibilities for the Job Profile:**

- 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.

3). **Organization:** **Mphasis, Noida - Rolls of InKnowTech Solutions Pvt. Ltd. (Ramped down operations in Noida, moved to Ahmedabad)**  
**Designation:** **Resident Technical Member**  
**Duration:** **September'2007 to October'2008**

**Responsibilities for the Job Profile:**

- 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

2). **Organization:** **Fujisawa Total Solutions, NOIDA**  
**Designation:** **Technical Support Executive**  
**Duration:** **November'2006 to August'2007**

**Responsibilities for the Job Profile:**

- 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

1). **Organization:** **Pegasus Equipment Pvt. Ltd., New Delhi**  
**Designation:** **Technical Support Engineer**  
**Duration:** **September'2005 to March'2006**

**Responsibilities for the Job Profile:**

- 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

Date: \_\_\_\_\_

Sign: \_\_\_\_\_

**Sangish S. Rawal**