

ABHISHEK AGRAHARI

abhi_agrahari@yahoo.com
9311858440
linkedin.com/in/abhi-agrahari

SKILLS

- IT Governance
- ITSM, Incident, Change
- Service Operations
- Stakeholders Management
- Resource Optimization
- Customer Handling
- System Administration
- Budget Planning
- Vendor Management & Procurement
- Billing Management
- IT Operations
- IT Support
- IT Service Management
- Audit
- Project Management
- RFP/ SLA /SOW Review
- Billing Management

CERTIFICATIONS

- Prince2
- Prince2 Agile
- CCNA
- Managing Service from IIT Kanpur
- Project Management from IIT Roorkee
- ITIL Foundation
- Six Sigma White Belt
- ISO 9001 Associate
- ISO 27001 Associate
- ISO 20000 Associate

CAREER OBJECTIVE

IT Professional seeking a challenging position where I can use my skills and experience in Ed Tech/ IT Ops / Delivery / Project Management and working with Business Professionals to conceptualise and implement IT Projects. I have Proven track record with rich experience in handling Negotiation, Procurement, Transition, Operations, Support, Team building, Project Governance / Management and Delivery.

WORK EXPERIENCE

Project Manager, ATOS (Payroll – Impact Infotech)

June 2022 – Oct 2022

- Deputed Onsite at Jubilant Group Head Office.
- SPOC for any ITSM, DCO related issue.
- Handled onsite /Offshore cross functional IT Operations team including transition, transformation, and Hyper Care.
- Mentor for on-site 24*7 IT Operations / Infrastructure Team, including L1/L2/L3, EUS, SD, Incident, Change Management and SME Lead of different domains.
- Excellent in IT Operations, OEM, Vendor Management, Team and Stakeholder Management
- Delivered project for deployment of North America ITSM Service Desk.
- MIS generation for Top Management.
- Responsible for Audit and service improvement work
- Tool Used – Symphony Summit

Manager (On Contract), Vital Edge Financial Services Pvt Ltd

Apr 2022 – May 2022

- Responsible for their overall IT Service Delivery Operations including call center and their Sourcing business.
- Tool Used Service Now

Consultant, JIL INFORMATION TECHNOLOGY LTD,

Jan 2005 - Oct 2021 DELHI - NCR

- Deputed at various sites – Hospitals, Universities, Schools
- IT Operations and Governance for 24*7 Service Desk, EUS, DSS Team, which includes new installation of hardware, software and firmware, CCTV Surveillance, system administration, patch management, window AD management and security.
- Handle annual budget (Capex, Opex) and ensure cost effectiveness.
- Responsible for Audit and service improvement work
- Generating MIS for Service Performance.
- SAP/ERP Functional Support to users
- Single Point of Contact for all areas of service / delivery support that is committed for the customer concerned.
- Successful installation of LMS (K-12) for more than 2000 Schools/College including assistance in IT Infrastructure Setup / Operations.
- Bridging Gap between Business and Delivery through Technology.

EDUCATION

PGDBM,

May 2004, KIMT, Kurukshetra

DIPLOMA (10+2+3) , Electronics Engg.

May 1998, IERT Allahabad

Bachelor's Degree, Oct 1998, ALLAHABAD UNIVERSITY

Personal Details

Age - 45 Years

Current Location

Delhi NCR
(Open to Relocate)

- Manage E2E projects from Kick off to the Sign-off / Transition to the Operations.
- SPoC during the entire cycle of the project in all aspects of the engagement.
- Review and validation of work as per Service Agreement / SOW /SLA
- Experience in managing teams, troubleshooting, root cause analysis of problems, identifying and generating reports for management.
- Project budget planning and Billing Management,
- Strong in Cross functional Management
- implementing, evaluating, and managing all assigned projects.
- Proactively supervise and implement project plans to ensure project is on-schedule and on-budget.
- Actively monitor client projects and solve problems to keep projects moving forward. Report and escalate issues as needed

IT Engineer, JAIPRAKASH ASSOCIATES LTD, Nov 2000 - Dec 2004

- Support and administration of the IT infrastructure for Office having more than 2500 nodes for smooth IT Operation.
- Design, Implementation of Structured Cabling Network using Layer 3 and Layer 2 devices and UTP cables, Server-client architecture with Windows server.
- Creation and administration of VLANs, Access Control Lists for security.
- Configuration and Administration of Active Directory Services, Environment with DC's, ADC's, DHCP, DNS, RIS servers.
- Configuration of Antivirus server, print server, file server, and implement user & group-based rights and securities. Configuration of port based floating software licence servers.

JR. Engineer – E&I, JAYPEE CEMENT, REWA Nov 1999 - Oct 2000,

- Operation of shift independently as Shift In charge along with Team
- Responsible for Corrective maintenance of different types of field instrument like Weight Feeder, Damper, RTDs, Thermocouples, Gas Analyser's, AC & DC Drives (3 to 550KVA), PLCs, MPs, UPS, Reclaimer, and Stacker of a DCS control system.

DIPLOMA APPRENTICE, INDIAN TELEPHONE INDUSTRIES LTD, Sept 1998 – Sept 1999

- Testing of telephone various model of handsets and telephone exchange equipment'