Mr. Shital Trymbak Khairnar

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SYSTEM AND NETWORK ADMINISTRATION, IT OPERATIONS MANAGEMENT

OBJECTIVE

Immersing me in the field of Information Technology has been my career goal since day one. The challenges involved, the opportunity for continuous learning is rewarding as IT is a revolutionizing subject that changes with time. To obtain a position in learning and growing organization where I can best utilize my analytical & creative knowledge and skills, thereby contributing to the objectives of the organization in the field of IT with opportunities for self & organizational growth.

PROFILE SUMMARY

- With 16 plus years of experience in IT Infrastructure, System Engineer, Technical Support, Troubleshooting and Installation & Configuration.
- Skills in networking activities including installation & configuration of Operating Systems, Application Software, Anti-Viruses, Outlook, Video Conferencing, CCTV, Punching Machine systems and System Hardware, Vendor Management, Asset Management, VMware, Good Communication Skill.
- Gained exposure in Hardware and Software troubleshooting in **Desktops and Servers**; installation of operating system such as **Windows XP, WIN 7, WIN 8, WIN 10, WIN 11, Linux and SAP Server and Server 2003/2008/2012/2016.**
  Good exposure in mailing application like Outlook, Lotus, Gmail and O365.
- Functioning as In-charge of surveying the current computer site in order to look into the network needs and making recommendations for the benefit of future servers and networks.
- Highly resourceful and proficient in providing timely and cost-effective integrated technology solutions.
- Excellent team building & troubleshooting skills with proven abilities in planning and managing resources.

SUMMARY OF SKILLS

- Managing internet and e-mail configuration, ERP (SAP S/4HANA) Support, DSL, broadband router and firewall configuration. This includes monitoring network traffic and activities.
- LAN, WAN Administrator, SAP(HANA) User Management and Support, Antivirus Administrator, Network Administrator, IT Infrastructure Management, MS Office, Mail Administrator (Lotus. Gmail, O365, Logix), Oracle Database, LINUX. Data Security, CCTV.
- Domain, DNS,AD,DHCP Server Management and Support.
- License Compliances, ISO14001, OHSAS18001, QMS, CCTV, VOIP, EPBX, Videoconference, Vendor Management, Asset Management.
- Server Management (VM Ware), IT Budget, Network Security.
- Overseeing installation of Application Software under multi-platform environments, deployment of servers, Network, video conferencing etc. and monitoring the same.
- Planning and implementing software rollouts and OS deployments/upgrades.
- Addressing and resolving performance bottlenecks and ensuring maximum network uptime.
- Assisting in new project execution and design & implementation of Videoconferencing, network problems and conflicts.
- Technical knowledge & proficiency in network maintenance, hardware maintenance, operating systems, connectivity between all computers, network infrastructure, client support local or remote, all communication links
- Server installation, up gradation, policy, maintenance, backup.
- Installing and configuring the peripherals components and drivers.
- Manage Videoconferencing system upgradation, installation, connectivity for local/remote site.
- Vendor management, implement and maintain IT products and services.
- Team support during implementation of IT Technology or other services.
- Desktop troubleshooting, software issue, upgradation, OS installation all versions.
- LAN cabling for IT infrastructure. Technical support over phone, mail.

<u>TECHNICAL SKILLS</u>

Networking

- SAP S/4HANA User Management and Support.
- Network processing, centralized and distributive network connection.
- Installing of all hardware, configuration, and maintenance.
- Installing configuring and administering network technologies.
- Manage backup server, Printer, email, outlook configuration antivirus, and firewall.
- Policy for IT infrastructure according to company.
- Firewall (checkpoint) rule for infrastructure, server policy, data security.
- LAN, MAN, WAN security for communication. Also, tools like VOIP, EPBX.
- Configuration, Maintenance, Upgradation of router, Switch, AD/DHCP/DOMAIN server, proxy server.
- Good understanding of Domain, DNS, AD and DHCP.
- IP Addressing and sub netting Routing concepts.
- Sound knowledge of office 365 mail configuration in outlook 2016.
- Switches configuration & VLAN Setup on Cisco 2950, 2960, 3750 Switches.
- Back-up and restore of all critical resources including router & switches IOS.
- Router Configuration of Cisco 1800, 2900 series.
- Network Redesign for branches / Campus location
- VMware, Firewall configuration (SOPHOS/GajShield/FortiGate), up gradation, Implementations.
- User's call management, Remote Support, Update Management. Network Design.

Hardware

- Troubleshooting hardware like printer desktop, server, CCTV and software problems.
- Installing and configuring the peripherals components and drivers.
- Installing software and application to user standards.

PROFESSIONAL EXPERIENCE

KSH International Pvt Ltd., Pune (MH) as IT Manager. Period – August. 2022 – Present.

- Define and Implement IT infrastructure Setup, Manufacturing applications and Network setup and configuration for Manufacturing Plant.
- Prepare & control the annual IT Infrastructure & Shop floor Manufacturing Application budget including manpower, AMC & projects.
- Manage IT assets, Software compliances, contracts and budgets.
- New IT Related Hardware purchase & Negotiations as per departmental requirement, i.e. from preparation of RFQ to Purchasing the IT asset.
- Ensure compliance to IT policy, process and operation. Manage and maintain all IT vendors.
- Develop and execute Disaster Recovery Plan and data backup process.
- Troubleshoot all technical issues on daily basis. and Identifying problems, creating choices and providing alternatives courses of actions.
- Maintaining Asset list Regular Inventory of IT Related Assets.
- Define and roll-out of the IT policies and processes related to IT Infrastructure & Applications and End User Computing Devices, Network, Server Management.
- Select and implement suitable technology to streamline all internal operations and help optimize their strategic benefits.
- Improve & drive manufacturing shop floor application projects from IT and also facilitate project implementation by proper coordination between users, vendors etc.
- Assess project requirement at the regional/HO teams and give necessary technical guidance to the teams to meet the required deadlines.
- Maintain and Support the SAP System, VM ware server and Firewall (SOPHOS). and CCTV Installation, EPBX Support and configuration.
- Administration and support to user on SAP related issues and for any customization call logged to SAP One Support Launchpad.
- User ID Creation, grant roles to users, Define and Create roles and Deleting Users in SAP S/4HANA.
- Resetting user passwords, Reactivating users after too many failed logon attempts, Deactivating users when it is required. Check that all the application servers are up, check that daily backup are executed without errors, Check system log and SAP standard background jobs.
- Checking of daily backups of Production Systems.
- Support the Functional Team and the End Users on a Daily Basis.
- Resolve Roles, authorization and Login issues as reported.
- Monitor and Manage the Dialog & Background work process.

- Support during IT Audit and Software as well as Hardware Upgrades.
- Interaction with Users and Functional Teams for resolution of problems for SAP.
- Weigh Scale Production Spool Traceability with Software and Integrate the scale with SAP for weight and spool report.
- Maintain and follow the IT Policies of the Organization.
- Mail (Logix mail) management and client support. New User ID creation and deletion as well as Outlook configuration for Mail.
- Installation and Support for VOIP and EPBX System in the organization.
- Ensure the Data Backup of all client system and Servers through Veritas Backup Software on Backup server.
- Manage and mentor the team of 4 engineers in house to provide best in class support to the business.
- Manage day to day IT support & operation at manufacturing sites and maintaining a multi-site environment, including network infrastructure, support, maintenance.

Bharat Wire Ropes Limited, Chalisgaon (MH) as IT Manager (IT Incharge).
Period – Sept. 2020 – August.2022.

- Define and Implement IT infrastructure Setup, Manufacturing applications and Network setup and configuration for Manufacturing Plant.
- Prepare & control the annual IT Infrastructure & Shop floor Manufacturing Application budget including manpower, AMC & projects.
- Define and roll-out of the IT policies and processes related to IT Infrastructure & Applications and End User Computing Devices, Network, Server Management.
- Select and implement suitable technology to streamline all internal operations and help optimize their strategic benefits.
- Improve & drive manufacturing shop floor application projects from IT and also facilitate project implementation by proper coordination between users, vendors etc.
- Assess project requirement at the regional/HO teams and give necessary technical guidance to the teams to meet the required deadlines.
- Maintain and Support the ERP (Web Based), Talley server and Firewall (SOPHOS). and CCTV Installation, EPBX Support and configuration.
- Maintain and follow the IT Policies of the Organization.
- Mail Server (Spear mail) management and client support. Outlook configuration for Mail (G Suit Mail).
- Installation and Support for VOIP and EPBX System in the organization.
- Ensure the Data Backup of all client system through COBIAN Software on Network Storage Device.
- Manage and mentor the team of 4 in house to provide best in class support to the business.
- Manage day to day IT support & operation at manufacturing sites and maintaining a multi-site environment, including network infrastructure, support, maintenance.
- Ensuring the 24*7 connectivity of head office with off-site location through LL (ISP).
- Ensuring LAN security, Data security, Monitor all devices. Through third party software.
- Implementation new IT infrastructure technology, firewall, servers.
- Provide support for Plant Machinery Breakdown Display and RTMS Portal on LED TV in Plant, as well as Job Card Portal.
- Vendor Management, IT Asset Management and outsourcers, and contractors to procure, License Compliance and AMC for all hardware.
- Ensuring work process and functional integration across teams and assist with issue resolution and manage IT Assets, IT budgets (CAPEX & OPEX), licensing for all equipment's.
- Maintain the MIS of IT Department (Includes IT Budget expenses, Daily call logs, ongoing project cost and Software License).
- Remote support of on–site engineers and end users during installation.
- Provide support to concerned teams for the immediate restoration of site/link.
- Resolve problems reported by end user, and engage in regular network troubleshooting activities and resolve connectivity issues.
- Document and Maintain the Inventory for all computer system and network infrastructure.

- Speaking with customer via email and phone for initial requirement capture.
- Updating job knowledge by participating in professional organizations, publication and also through Internet.
- Configuration, Implementation and monitoring the SOPHOS firewall.
- Maximizing network performance by monitoring performance, troubleshooting, network problem, scheduling backup with network activity on network optimization.

TRIMAX IT Infrastructure & Services Ltd. as   Network Administrator
Period - July 2019 –August 2020.
At NIC (National Informatics Center) Silvassa - Under Ministry of Information and Technology, Govt.Of India.

- Managing a team of Network support executives
- Hands on experience in networking, Cisco router 2900.2800, series and L2 2960, L3 3750 switches.
- Maintaining a multi-site environment, Including network infrastructure, support, maintenance
- Responsible for onsite data center, off site data center with secure connectivity, maintenance, configuration report, Data center issue.

- Ensuring the 24*7 connectivity of head office with off-site location through MPLS
- Fully support, configure, maintain and upgrade corporate customer 's networks
- Implementation configuration of VC Devices Lifesize 220, polycom HDX7000, Cisco SX20 for communication.
- L2 & L3 VPN connectivity, configuration between nodes.
- Ensuring LAN security, Data security, Monitor all devices.
- Implementation new IT infrastructure technology, firewall, servers.
- Server 2012 /2016 Installation Configuration &Troubleshooting, Maintenance Group Policy in AD.
- Manage and mentor the team of 8 in house to provide best in class support to the business.
- Vendor Management, outsourcers, and contractors to procure, AMC for all hardware.
- Ensuring work process and functional integration across teams and assist with issue resolution and manage IT Assets, IT budgets, licensing for all equipment's.
- SLA (Service Level Agreement) , Downtime, client satisfaction, Annual IT Report
- Remote support of on –site engineers and end users during installation
- Provide support to concerned teams for the immediate restoration of site/link.
- Familiarity with backup and recovery methodology.
- Resolve problems reported by end user.
- Engage in regular network troubleshooting activities and resolve connectivity issues.
- Document maintenance for all computer system and network infrastructure.
- Speaking with customer via email and phone for initial requirement capture.
- Updating job knowledge by participating in professional organizations, publication.
- Configuration, Implementation maintained of firewall. Checkpoint security appliances.
- Undertaking data network fault investigation in local and wide area environment using information from multiple sources.
- Maximizing network performance by monitoring performance, troubleshooting, network problem, scheduling backup with network activity on network optimization.

Anusaya Poly Products Industries, Nasik as IT Manager.
Period – November 2017 to July 2019.

- Administration and Maintenance of entire IT infrastructure at Manufacturing Plant for
- Servers, Desktops, Laptops, CCTV, and Network Connectivity.
- Managing & Maintaining Antivirus Server, DHCP/AD Server and all its Shared Resources.
- Supervising Hardware/ Networking Problems & Trouble shootings with Support Engineers.
- Design, specify, configure, install, deploy and maintain local area network hardware, software and telecommunication services such as personal computers, terminals, system software, software applications, printers, servers, routers, bridges, switches, modems, cabling, cell phones and internet service providers.
- Hands-on configuration and installation of servers, systems, network.
- Ensuring high uptime of network and system resources and ensure Network security is maintained throughout the network environment.
- Managing a team of 2 engineers.
- Manage IT assets, contracts and budgets.
- New IT Related Hardware purchase & Negotiations as per departmental requirement, i.e. from preparation of CIJ to Purchasing the IT asset.
- Ensure compliance to IT policy, process and operation.
- Develop and execute Disaster Recovery Plan and data backup process.
- Manage and maintain all IT vendors.
- Troubleshoot all technical issues on daily basis.
- Identifying problems, creating choices and providing alternatives courses of actions.
- Maintaining Asset list Regular Inventory of IT Related Assets.
- One to One discussion with HODs for IT related Improvements.
- Manages deliverables for the team against expected results with a focus on operational and tactical activities that align to functional objectives.
- Applies an in-depth understanding of IT project techniques and methodologies and an understanding of other IT disciplines in guiding and coaching team members.
- Responsible for strategic planning and management of vendor performance and processes as well as negotiates IT Infrastructure contracts in conjunction with the contract managers to coordinate implementation, service contracts, equipment acquisitions, and track vendor performance against contract compliance.
- Makes judgments about priorities and the team's approach to work based on an understanding of how the team contributes to the achievement of broader objectives.
- Strong analytical and problem-solving skills. Able to find root causes of problems and quickly determine efficient solutions.
- Expertise in vendor management and contract negotiations and vendor contract compliance.
- Excellent project management and prioritization skills.

WIND WORLD(I) LTD, (formerly Known as ENERCON(I) LTD.) Daman as Assistant Manager.
Period – December 2004 to November 2017.

- Administration and Maintenance of entire IT infrastructure at regional office & remote Sites for Servers, Desktops, Laptops and Connectivity.
- Managing Gaj-Shield Firewall, Creation of Internet Ids, Monitoring and Maintaining the log report and backup of firewall.
- Managing Server (DHCP server, Antivirus Server (Symantec), and Lotus server).
- ERP (SAP) User management support, regarding client-side installation and troubleshooting. and New Server installation support, User creation deletion, Lock, Unlock and Authorizations.
- Managing a team of 3 engineers.
- Attending all technical related queries and ensure high availability of IT resources - hardware (PC, Laptop, Printer, Scanner, UPS, Switches, Modem, IT accessories etc.). and Network connectivity (LAN, WAN, VSAT, Internet, MPLS, etc.).
- Ensuring Routine Updating of Antivirus, Security Patches & Lotus traveler, etc. for all systems.
- Ensuring high uptime of network and system resources and ensure Network security is maintained throughout the network environment. We use Nagios software for monitoring the network infrastructure.
- Managing networks (internal and external) to manage the performance of IT Helpdesk Technicians to clients and ensure that service levels are achieved. To ensure that customer expectations are met or exceeded.
- Train, coach and mentor IT Helpdesk Technicians including, Builds/obtains (from other departments) training material for support staff. As needed, schedule employees working times and provide backup support. Interact with internal and external customers.
- Provide data and reporting of KPIs and trends to IT department and others in ad-hoc, weekly, monthly and as needed. Work to make Service Desk the single source of truth and service delivery channel for IT. Monitor and manage phone queue (participating in escalated calls as needed).
- Manages and coordinates urgent and complicated support issues. Act as escalation point for all requests and incidents. Develop and mature phone escalation processes to ensure free flowing escalation and information within the organization. Determine root cause of issues and communicate appropriately to internal and external customers.
- Solutions repository and ensure top quality solutions are available to the staff. Develops Service and Business Level Agreements to set expectations and measure performance. Develops an effective and workable framework for managing and improving customer IT support in the organization. Advise management on situations that may require additional client support or escalation.
- Manage process for communicating outage/emergency activities to the organization. Manage vendor relationships as it depends on daily operational needs. PO review and approval/budgeting responsibility. Review survey feedback to improve services, tools and support experience. Keep confidential all applicant, client, and verification and company proprietary information.
- External support in CCTV and Punching Machine systems. (Configuration and Installation in Network).
- Vendor Management, we built-up good relationship and negotiate to the win-win position, Quarterly meetings with vendors.
- Net Backup (VERITAS) for Lotus Enterprise Server.
- Review meetings with Departmental heads.
- IT Infrastructure Procurement and License Compliance in coordination with Central IT Team and Strict adherence to the IT Policies and compliance.
- Maintaining inventory of all IT assets for all Manufacturing Plants. We use in house developed web portal Asset Management System.
- Internal IT audits on quarterly basis, Data collection, and strong documentation skills etc.
- Network design, deployment and implementation for new offices at minimum cost during office shifting.
- Maintaining and support for Video Conference (VC).

PREVIOUS EXPERIENCE

Worked with Silicon Valley Nasik, as a Hardware and Network Engineer (Period-August, 2003 to October 2004)

ACADEMIC DETAILS

- BE (Electronics and Telecommunication) from Pune University, in 2001
- MBA (IT and Systems) from TMU Pune University, in 2009.

CERTIFICATIONS

- Interconnecting Cisco Network Devices (ICND), Nasik in 2004.
- Maharashtra State Certificate in Information Technology (MS-CIT), in 2003.

PROFESSIONAL QUALIFICATION

- Diploma in Computer Hardware (DICH) from Silicon Valley, Nasik in 2001.