

NAVNEET KUMAR

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PROFILE

I am an IT Engineer with 3+ years of experience in Technical Support, Application Support, Azure 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)	GBSS NO.2	2015 – 2016	72.2%

CERTIFICATION

- [AZ-900](#): Microsoft Azure Fundamentals – 2023
- [Cloud Computing](#) Internship Certification with Corizo – 2023
- English for Employability by British Council – 2019
- [CCNAV7](#): Introduction to Networks



SOFTWARE SKILLS

- Microsoft Office – O365
- Active Directory
- Troubleshooting Skills
- Hardware & Software Installation
- Azure Active Directory, IAM
- Ticketing Tool - Service Now
- Intune, MFA, MDM
- Networking, VPN
- Azure – Storage, Virtualization, Instances
- ITIL (ITSM, SLA, OLA)
- Manage Engine (Endpoint Central, ADManager Plus)

WORK HISTORY

Publicis Groupe, Gurugram : April 2022 – Dec 2023 (Working as Infrastructure Admin)

- Responsible for handling all kinds of technical issues that an employee/client may face in their day-to-day work applications like VPN, Windows, Mac, Office, etc.
- Software Installation for global users includes - MS Office, Oracle, Adobe, and homegrown software.
- Working on Remote tool(s)- Bomgar, Any Desk.
- 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).
- 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.
- Reassignment of calls, which have been raised across the globe by Publicis employees.
- Handling the escalations, which are related to Severity calls, pulling out the reports, maintaining the database.
- Keeping the records on SLA tickets and looking after the proper distribution and allocation of the tickets.
- Ensuring adherence to process SLAs on a daily, monthly, and yearly basis.
- Lead global application support team, and reduced customer support issues, and achieved 98% customer satisfaction rate.
- Handling Incident Management, which includes SLA Tickets, and Reporting.
- Maintaining and updating the escalation matrix and tracker.
- Handling the Incident Management and playing a key role in observing the incidents routing
- Mentoring new hires and helping them to come up with the learning curve.
- Handling team/team members issues and working with them to attain process goals.
- Working closely with the process managers to identify the client and Operational Pain areas.
- Ensuring adherence to process SLAs on a daily, monthly, and yearly basis.

Total IT Consult LLP, Delhi: May 2021 – April 2022 (Worked as Service Desk Analyst in APAC, EMEA users)

- Responsible for managing and addressing user queries related O365, Windows, and other client applications within the organization.
- Ensuring the comprehensive capturing, validation, and prioritization of user queries and issues for streamlined processing and resolution.
- Providing efficient Remote Desktop support for our esteemed clients and end users.
- Troubleshooting network and local printers, conducting necessary driver updates, resolving internet and Wi-Fi issues, and executing software installations and removals.
- Proficient in local mail backup and proficient in creating effective archive systems.
- Demonstrating a thorough understanding of ITIL Standards and Service Level Agreements (SLAs).
- Experienced in effective user interaction and support, ensuring positive experiences and satisfaction.

- Utilizing the ServiceNow tool for ticket acknowledgment, logging, and appropriate routing to higher support levels as required.
- Compiling and analysing data from the ServiceNow tool to generate comprehensive weekly and monthly reports.
- Implementing timely escalation protocols to higher management when necessary, ensuring prompt and effective resolution of complex issues.
- Identifying areas for improvement and contributing to enhancement of user experience and IT support services.

DCDC Kidney Care, New Delhi: August 2020 – May 2021 (Worked as IT - Executive)

- Oversaw the installation and configuration of necessary software, including DLP, Antivirus, Printer, and Scanner Software, to meet project requirements.
- Successfully resolved hardware and software incidents, encompassing desktops, network devices, printers, and scanners.
- Proficiently managed IP addresses in coordination with MAC and configured multiple router connections, such as AP, WISP, and Wireless Repeater setups.
- Coordinated IT billing and collaborated with vendors to ensure the delivery of high-quality and cost-effective IT services.
- Maintained a comprehensive hardware asset tracker and implemented effective inventory management practices.

ELENTEC India PVT LTD: February 2020 – August 2020

- A Korean company working for SAMSUNG India for manufacturing of Mobiles and its accessories.
- Worked as a PI (Process and Innovation) Engineer DET (Diploma engineer Trainee).
- Our work has to create new work process techniques to help gain Production and Quality.

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
- Surfing Web
- Poetry

Navneet Kumar