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E604 SIVANTA APARTMENT BAKERI CITY, AHMEDABAD

## PROFESSIONAL SUMMARY

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My Self kovid vyas, Currently working in OJI INDIA PACKAGING PVT LTD as an IT Associate Manager. I have completed Graduation in BCA from MLSU.university. I have completed PC + Network Diploma form Jetking Bangalore. I have over all 8years' experience in IT Infrastructure.

## Career Objective

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Seeking a position to utilize my skills and abilities in the Information Technology Industry that offers professional growth while being resourceful, innovative and flexible.

## EDUCATION

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<b>A+n+</b> JETKING • BANGLORE, India	Aug 2009 - Jul 2010
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<b>BCA</b> MOHAN LAL SUKHADIYA UNIVERSITY • UDAIPUR, India	Jul 2006 - Jul 2009
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## SKILLS

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- Responsible for managing multiple Locations.
- Taking care of 500+ Users IT related issues and Understanding the customer IT requirements.
- installing, supporting and maintaining Desktops, Laptops, and server hardware and software infrastructure.
- Ensuring availability of critical infrastructure like corporate e-mail, LAN and WAN connectivity to users by coordinating with central team whenever required.
- Mail exchange 2013 and office 365 installation and support
- Installation, configuring and maintaining all types of Server OS.
- Managing and configuration email clients like (MS outlook, Fox mail, Outlook Express,) antiVirus protection; (Trendmicro, managing and TM clients with Trend micro Admin Console), McAfee.
- Install / Uninstall various softwares ( Adobe Reader,SAP, WinZip, MS Office, Windows Service Pack, Antivirus) and upgrades equipment when necessary.
- Updating the latest anti-virus on servers, monitoring the anti-virus patches on Servers and Desktops, and generating Reports.
- Maintaining up-to-date details of critical IT infrastructure at location, for example - details of LAN / WAN
- equipment, network printers with serial numbers, Leased line circuit numbers

- Details of critical vendors etc.
- setting up user accounts, permissions and passwords in Active Directory
- Extend support to the onsite & offsite users over phone for critical issues.
- Constantly track tickets for SLA adherence and escalate on deviations as defined in the process.
- Customer satisfaction- Communication, Technical resolution, Process adherence.
- Process Achieving 100% compliance with SLA defined, Process compliance, Effective vendor co-ordination,
- suggesting and providing IT solutions to business and management problems;
- ensuring that all IT equipment & Software's complies with industry standards;
- providing training and technical support for users with varying levels of IT knowledge and competence;
- supervising other staff, such as help-desk technicians.
- Installation and configuration nas storage.
- Installation and configuration VMware.
- Windows server installation and configuration (ad, dhcp, dns, gpo, wsus)
- Sap, Nav user, profile setup and configuration.

#### **Projects:-**

**1) IT Infrastructure Setup:-** Perform new Setup for All IT Equipment Including LAN, barcode printer, scanner, Desktops, Laptops, biometric, printers, ip phone, CCTV, FIREWALL(cisco mx100)

**2) VC Setup:-** Configuring & Maintaining Polycom , logitech Video conference device.

### **PROFESSIONAL CREDENTIALS**

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- MANAGEMENT ASSOCIATE TRAINING

### **AWARDS AND HONOURS**

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BEST EMPLOYEE OF THE YEAR	2017
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### **VOLUNTEER WORK**

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<b>IT ASSOCIATE MANAGER</b>	Jul 2019 - Present
Oji India Packaging Pvt. Ltd • AHMEDABAD	

<b>Junior Engineer</b>	Oct 2016 - Jul 2019
Maxxis Rubber India Pvt. Ltd • AHMEDABAD	

<b>FMS Engineer</b>	Jul 2014 - Sep 2016
HCL Infosystems Ltd. (Client: Bluestar Ltd.) • AHMEDABAD	

<b>DL2 Engineer</b>	Feb 2013 - May 2014
Wipro Ltd. (Client: Bluestar Ltd.) • AHMEDABAD	

### **KNOWLEDGE & SKILLS**

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- Benchmarked, analyzed, reported on, and made recommendations for the improvement and growth of the IT infrastructure and IT systems
  - Communicated regularly with stakeholders regarding pertinent IT activities
  - Communicated updates, service times and usage best practices throughout the company
  - Confirmed effectiveness of solutions by interacting with user base and understanding their challenges
  - Defined and implemented disaster recovery and backup procedures for systems managed by the team
  - Defined delivery and support plans for implementing appropriate information technologies
  - Developed and implemented all IT policies and procedures
  - Directed IT Department operational and strategic planning, including fostering innovation, project management, and organizing and negotiating the allocation of resources.
  - Established and managed to budget comprising ongoing operations and upgrades to systems
  - Kept up to date on industry developments and best practices
  - Maintained quality of service by establishing and managing to organizational standards
  - Maintained staff by recruiting, selecting and training associates
  - Managed IT staff, including hiring, training, conflict resolution, performance coaching and talent management
  - Managed financial aspects of the IT Department, including purchasing, budgeting, and budget review
  - Managed large data imported initiatives for new and existing customers
  - Negotiated and administered vendor, outsourcer, and consultant contracts and service agreements
  - Oversaw provision of end-user services, including help desk and technical support services
  - Provided proactive analysis of key metrics, project milestones, and departmental priorities
  - Recommended, engineered and managed office systems, including centralized productivity and communication systems such as e-mail and centralized desktop environments
  - Worked effectively with various stakeholders (executives, department heads, end users, vendors, or consultants) to define business and systems requirements

**Yours Faithfully,**  
Kovid Vyas