**Priyam Vaidya**

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**Personal Summary**

Working with my skills and human understanding, to gain the best, for the people working directly under, or assigned to me throughout the Business, in any role.

During my career, I have many experiences such as, Helpdesk Engineer, Project Engineer, Project lead, IT Lead, with focus on improvement of IT policies and processes in the organization .

With a strategic and cost-efficient IT focus, and key focus on working smarter with business processes, my aim is always to achieve more value, long term focus, and better daily performance without people sacrifices. My highest motivation comes within people working smarter in all business levels with personal focus.

My philosophy is, people are the most valued asset.

My appreciation in my work, comes very high. Always looking at my work as a fun and exciting challenge, putting humour and high skill first, breaking down the barrier, lifting the team to get to new grounds.

People make differences, team efforts will always make the difference.

**Specialities**

* Project Management
* Microsoft Azure
* Coaching
* Data Protection Officer
* People Management
* Wireless Infrastructure Design
* Core Infrastructure
* Microsoft Technologies
* IT Business strategies and Processes optimization
* Service Transitions.

Incident Management, Change Management, Asset Management, Inventory management, Vendor Management, Network Admin, System Admin, System Support.

Systems Management
• Installation and Troubleshooting of Application Software’s.
• Configuration of Commercial Printers, Scanners, devices etc.
• Installation and troubleshooting of Local, Cloud (Microsoft Azure) , Wi-Fi Networks & WAN networks.
• Installation and troubleshooting of all desktop software package available in the market.

**Protocols/Standards:** ADS, TCP/IP, Ethernet, DNS, DHCP, FTP, SMTP, POP, 802.11a/b/g (Wi-Fi)

**Server Operating Systems:** Windows 2000 Server, 2003 Server, 2008 Server, Active Directory design installation, configuration and maintenance.

**Client Operating Systems:** Windows XP, Windows Vista, Windows 7, Linux (including Fedora/Ubuntu and other flavours of Linux).

**Firewalls:** Checkpoint Firewalls, Cyberoam.

**Hypervisors:** VMware, Hyper V, Microsoft Virtual PC.

**Remote Support Tools:** PCAnywhere, GoToMyPC, TeamViewer, VNC, RDP, Gotoassist, and AnyDesk

**Software’s**: Backup Software’s, Visio, MS Project, MS Office Suite

**CERTIFICATIONS**

1. **MCP** (Microsoft Certified Professional)
2. **MCSA** (Microsoft Certified System Administrator)
3. **CCNA**(Cisco Certified Network Associate)
4. **ITIL**(Information Technology Infrastructure Library**)**

**Training Attended**

* RHCE
* Cyberoam (unified threat management System)
* Microsoft Projects
* Amazon AWS

**Career Profile**

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| --- | --- | --- |
| Duration | Organization | Designation |
| 1st Jan 2020 till June 2021 | Vestas Wind Technology Pvt Ltd (Ahemdabad) | Site Lead/IT Manager  |
| 1st Feb 2014 to 31 Dec 2019 | Wipro Technologies (Mumbai) | Site Lead/Project Engineer |
| 29th Nov 2011 to 31S Jan 2014 | Wipro Ltd (Mumbai) | Technical Support Engineer |
| May 2008 to Nov 2011 | Yugaa Systems Pvt. Ltd (Vadodara) | System Administrator  |
| May 2005 to April 2008 | Microsense Pvt Ltd (Chennai) | Executive Projects |
| May 2004 to May2005 | Fortune Infotech Ltd | Desktop Administrator |

**Project Details:**

**Vestas Wind Technology Ahemdabad (Site Lead)**

**Responsibilities**

* Execute all aspects of data centre operations including the operation, maintenance and repair of all mission critical equipment and systems to achieve 100% uptime and 100% compliance with all customer SLAs.
* Provides escalated 2nd - 3rd level technical support for complex technical issues which may include leading problem management cases and providing management status
* Perform both routine and emergency service network cabling and rack and stack network devices, following proper CI protocol and change management processes.
	+ Solely responsible for managing whole IT Infrastructure (users, network equipment’s, laptops, desktops, wireless access points, LAN) of a manufacturing facility. Continuously improve IT Infrastructure standards, policies, processes, and procedures.
* To work in collaboration with cross-functional teams spanning desktop engineering, Wintel team, Network, Backup, and Migration team to support day to day IT operations.
* Perform initial configuration and provision for deployment: servers, network gear and various IT infrastructure related equipment.
* Troubleshooting Network / system installation & configurations
* Provide “smart hands” assistance to include rebooting equipment, resetting line cards, and providing equipment status information to remote technicians.
* Manage work and priorities through ticketing system (Service Now)
* Establish network connectivity and PC hardware/software configurations.

**Wipro Technologies**

**Project: Vestas Wind Technology Ahmedabad (Site Lead)**

**Responsibilities**

* Execute all aspects of data centre operations including the operation, maintenance and repair of all mission critical equipment and systems to achieve 100% uptime and 100% compliance with all customer SLAs.
* Provides escalated 2nd - 3rd level technical support for complex technical issues which may include leading problem management cases and providing management status
* Perform both routine and emergency service network cabling and rack and stack following proper CI protocol and change management processes.
* Solely responsible for whole IT Infrastructure of manufacturing plant.
* Continually improve IT Infrastructure standards, policies, processes and procedures.
* To work in collaboration with cross-functional teams spanning desktop engineering, Wintel team, Network, Backup, and Migration team to support day to day IT operations.
* Perform initial configuration and provision for deployment: servers, Network gear and various infrastructure related equipment.
* Troubleshooting Network / system installation & configurations
* Provide “smart hands” assistance to include rebooting equipment, resetting line cards, and providing equipment status information to remote technicians.
* Manage work and priorities through ticketing system (Service Now)
* Establish network connectivity and PC hardware/software configurations.

**Project: Standard And Poor**

**Responsibilities**

* Working for Wipro Technologies as a Senior Project Engineer handling the IT infrastructure for their Securities client Standard and Poor in Ahmedabad.
* Practicing Incident Management, Change management, Asset Management, and Vendor management processes as per standards.
* Proactively and effectively managed day-to-day IT support requests and resolution workflow for technical operations issues.
* Continually improve IT Infrastructure standards, policies, processes and procedures.
* To work in collaboration with cross-functional teams spanning desktop engineering, Wintel team, Network, Backup, and Migration team to support day to day IT operations.
* Liaised and managed third party vendors for IT Infra needs.
* Preparing required documentation for the team and guiding them for incident closure before SLA breach.

**Project: Senvion Wind Technology Solutions (Site Lead )**

**Responsibilities**

* Proactively and effectively managed day-to-day IT support requests and resolution workflow for technical operations issues.
* Solely responsible for whole IT Infrastructure of the company’s Mumbai office.
Continually improve IT Infrastructure standards, policies, processes and procedures.
* To work in collaboration with cross-functional teams spanning desktop engineering, Wintel team, Network, Backup, and Migration team to support day to day IT operations..
* Liaised and manged third party vendors for IT Infra needs.
* Practicing Incident Management, Change management, Asset Management, and Vendor management processes.

**Project: Citi (Network Integration and Implementation)**

**Responsibilities**

* Working for Wipro technologies as a project engineer handling the IT infrastructure for their banking client Citibank
* Implementing network changes as per arriving project requests (changes to decommission devices (router, switches, firewall, minor modifications. etc.). and co-ordination with firewall team to include the policies as per the requirement.
* Co-ordination with the partner after information gathering.
* Involving the Citi user & planning the change at the most suitable time as per the allowed change window
* Working with tools like Aperture, Netinfo, Service Now, etc.
* Citibank has got one of the most complex network implementations owing to their critical banking operations.
* Coordinating various data center projects.
* Creating and updating network diagrams using Microsoft Visio.
* Checking the authenticity of the information obtained with that on the router/switch.
* Coordinating with different business from start to end of a project implementation.
* Update all the stake holders regarding the schedule of the activity from time to time.
* Getting all the required approvals from the affected business for the change activity.
* Updating the information in various tools after the change has been completed.

**Project: Citi** (**Network Circuit Provisioning**)

**Responsibilities**

* Experience in provisioning circuits with telecom carrier or hi-growth, fast paced corporate environment.
* Review circuit orders for completeness from customer.
* Validate accuracy of data provided by customer (cost centre, location address)
* Process move, add, change and disconnect (MACD) orders following standard workflow
* Enter circuit information into Pinnacle TEM application.
* Troubleshooting and problem solving any issues preventing service delivery.

**Yugaa Systems Pvt Ltd (Vadodara)**

Project: Active Directory Implementations

Client Name: CF Patel & Co

Brief Description: Implementing Active Directory infrastructure, including permissions

On files and folders, user accounts creation, Organizational unit creation, and group policy implementation.

Responsibilities:

* Install Active directory in new forest.
* Creation organizational units and user accounts in them.
* Implemented group policy with various security permissions
* Implemented files and folder level permissions
* Implemented Shadow Backup.

Role: Team Member.

Solution Environment: Windows Server 2008 R2, Windows Xp Service pack 2, Windows 7,

 Cyberoam, and Switches

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Project: SharePoint 2007 Configuration and installation

Client Name: Sterling Outsourcing Pvt Ltd.

Brief Description: The client wanted document management system in their office.

Responsibilities:

* Sharepoint 2007 Installation
* Created different sites for intranet users.
* Implemented appropriate level of permissions on the sites
* Provided training to the users for using SharePoint document management system

Role: Team Member.

Solution Environment: Windows Server 2008 R2, Windows Xp Service pack 2, Windows 7,

 Cyberoam, and Switches

**Microsense Pvt Ltd, Pune**

Project: **Point to point and Point to Multipoint Wireless connectivity**

Client Name: Pune Municipal Corporation.

Brief Description: The Pune Municipal Corporation hire Microsense Pvt Ltd to connect various ward offices to their Headquarter in pune through wireless and to provide Wi-Fi access in gardens managed by Pune Municipal Corporation and few main roads.

Responsibilities:

* Doing the site survey of the sites assigned by the project manager.
* Identifying the device to be used based on the reports of the site survey
* Installing the device and connecting them to the device on the other hand
* Troubleshooting the device if any problem found in the connectivity.

Role: Team Member.

Solution Environment: 802.11A (5 GHz and 5.4 GHz) spectrum used

Devices used: RadMax, Cisco, Motorola Canopy, Wavion and brovis

Project: **Point to Multipoint Wireless Connectivity**

Client Name Siemens

Brief Description: Siemens hire us to provide point to multipoint connectivity at Sant Gadge Baba University, Amravati. We have to connect 12 university buildings to one central location

Responsibilities:

* Site survey of location.
* Installing wireless devices and checking the connectivity.

Role: Team Member.

Solution Environment: Motorola Canopy outdoor bridge, Brovis internal access point

**Microsense Pvt Ltd, Vadodara**

Project: Point to point Connectivity (Vadodara)

Client Name You telecom Ltd.

Brief Description: The ISP hired us to implement point to point wireless connectivity from its node to the client place situated approx 2 km apart.

Responsibilities:

* Site Survey
* Installing the device and checking the connectivity

Role: Team Member.

Solution Environment: Radmax 5100 outdoor wireless bridge.

Project: Wi-Fi hotspot Installation and management (Vadodara)

Client Name ITC Welcom Hotel Vadodara

Brief Description ITC group hire Microsense pvt ltd to implement Wi-Fi connectivity in all of their hotels so that the guest of the hotel can use the facility in their rooms. As I was in based at Vadodara, Microsense Pvt Ltd put the responsibility of implementing this project on my shoulder. All the areas of the hotel, including guest rooms, lobby, restaurants and conference hall were covered with internal and external access points.

Responsibilities:

* Performing the Site Survey
* Installing and configuring the device 2.4 GHz. Performing routine site survey to check the connectivity in different areas of hotel. I was also responsible for helpdesk operation of the hotel

Role: Team Member.

Solution Environment: Brovis, Netgear, Radmax accesspoints, unmanaged switches,

 Wireless Access Gateway (Nomadix)

Project: Wi-Fi hotspot Installation and management (Vadodara)

Client Name Taj Hotel Vadodara

Brief Description Taj group hire Microsense Pvt Ltd to implement Wi-Fi connectivity in all of their hotels so that the guest of the hotel can use the facility in their rooms. As I was in based at Vadodara, Microsense Pvt Ltd put the responsibility of implementing this project on my shoulder. All the areas of the hotel, including guest rooms, lobby, restaurants and conference hall were covered with internal and external access points.

Responsibilities:

* Performing the Site Survey
* Installing and configuring the device 2.4 Ghz. Performing routine site survey to check the connectivity in different areas of hotel. I was

also responsible for helpdesk operation of the hotel and providing technical support to all the Taj group hotels in Gujarat region

Role: Team Member.

Solution Environment: Brovis, Netgear, Radmax, Radwin unmanaged switches, Wireless Access

 Gateway (Nomadix)

**Qualifications**

Completed B.Com from M.S. University, Vadodara in the year 2001

**Personal Details:**

* Nationality : Indian
* Date of Birth : 9th October, 1980
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* Contact No : **Cell** - +91 9167852665, +91 9724310897
* Permanent Address: 37/A Santok Nagar, Navayard, Chhani Road,
Vadoda,390002,Gujarat
* Current Address: : B/8 Akshar Apt, Nehru Park, Vastrapur, Ahemdabad Gujarat 380015

I hereby declare that the information furnished above is true to the best of my knowledge.

Date:

Place: Ahemdabad Priyam Vaidya