HEMANT CHANDRAKANT SURVE

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Seeking challenging assignments in IT Infrastructure Planning & Management, IT Security, System Administration, Network Administration and Technical Support with a reputed end user organisation.

SYNOPSIS

- A dynamic individual with over 20 years of experience in System Administration, IT Security, Network Administration and Technical Support in design, operations & support functions.
- Enabling IT as service to help business achieve the bigger challenges efficiently.
- Spearheaded end to end IT Infrastructure Projects, Hardware & Network Setup of new offices, DR site Setup, Backup Management System implementation, etc.
- IT Governance, IT Risk and IT Compliance
- Deft at analyzing network security needs & Implementing IT Security Solutions.
- Well-versed with installation, configuration & administration of Microsoft Windows Servers.
- Adept in analyzing information system needs, evaluating end-user requirements, custom designing solutions & troubleshooting complex information systems management.
- Expertise in installation, configuration & troubleshooting of hardware and operating system; maintained connectivity across heterogeneous networks.
- Sound understanding of Service Desk Support Structure, SLA, Incident, Problem, Change, Release and Configuration Management process.
- Exceptional work ethic; routinely use available time to solve organizational problems, ability in multi-tasking and timely completion of all assignments.
- Capable of handling complete project work within the specified priorities and deadlines.

CERTIFICATIONS

Certified Information Security Manager (CISM)
COBIT 5 Foundation
Microsoft Certified System Engineer (MCSE)
CISCO Certified Network Associate (CCNA)

SKILL SET

* Project Management *IT Infrastructure Planning * Network Planning * Disaster Recovery
* IT Governance, IT Risk and IT Compliance * SLA Management * Resource Management

IT Infrastructure / System Planning
⇒ Carrying out need assessment and preparing IT blueprint for the organization.
⇒ Selecting and evaluating effective and efficient systems including hardware.
⇒ Planning and documenting IT needs and solutions.
⇒ Formulating and implementing Business Continuity & Disaster Recovery Plans for the organisation to ensure smooth and uninterrupted operations.
⇒ Undertaking need assessment and preparing IT blueprint for the organization.
⇒ Conducting root cause analysis of failures and downtrends.
⇒ Communicating with both supplier and management to fix requisition bargains.

System Administration
⇒ Overseeing installation, configuration & troubleshooting of Windows servers.
⇒ Regularly updating virus definition on the server including scanning and removal of viruses from network.

⇒ Responsible for Problem Management, Incident Management & Change Management.
⇒ Setting up administration of network printers & scanners including solving common printing & scanning problems.
⇒ Designing Backup Strategy for the sites and performing Full & Differential restoration drills on regular basis.
⇒ Monitoring disk space usage and system health on 24hrs. basis on file and mail servers using various monitoring tools and preparing reports on daily system performances.
⇒ Conducting requirement study, design project, troubleshooting, end user training for new projects.
⇒ Executing the backup-restore procedures.
⇒ Performing vendor management, including decision-making & problem solving.
⇒ Maintaining the complete IT infrastructure functions and handling the daily operation support activities.

Networking
⇒ Managing the overall administration of LAN system involving design of network layouts, configuration & maintenance of application servers and databases.
⇒ Performing installation and implementation of:
  o Network Switches, VOI.
  o Cisco Call Manager Express, Call Manager BE Administration and Support.
  o Firewall Management.
⇒ Commissioning Cisco, Routers & Switches / computer hardware devices and software, ensuring maximum uptime.
⇒ Installing and maintaining network and data communication hardware and software environment.
⇒ Planning designing, configuring, upgrading and maintaining LAN, as per organizational requirements.
⇒ Troubleshooting networking problems to ensure minimum downtime & maximum availability of network.

Technical Troubleshooting
⇒ Performing the 1st, 2nd, 3rd level problem troubleshooting and resolution; facilitating technical consultancy to both the sales team and customers.
⇒ Conducting preventive maintenance on all the machines in the location, following checklists.

CAREER CONTOUR

March' 13 – Till Date: MSCEB as Manager – IT
⇒ Managing entire IT operations involving IT Infrastructure planning, Maintenance and upgrade of existing systems.
⇒ Assessing network requirements and designing testing plans to meet those requirements.
⇒ Implementing network security measures and reporting on network performance and usage.
⇒ Accessing IT Risk
⇒ Maintaining track of IT Asset and Inventory.
⇒ Conducting regular maintenance of dedicated servers.
⇒ Monitoring and maintaining & conducting periodic review meetings with the vendors to ensure service quality levels are as per SLA norms.
⇒ Overseeing complete implementation & configuration of Firewall.
⇒ Administering:
  o Blade Centre and Storage.
  o Exchange mailing Infrastructure and other servers.
⇒ Defining and implementing IT policy and procedures as per company standards.

Jan' 13 - Feb' 13:   Jawad Business Group as Manager – Networks & Support
⇒ Responsible for IT support for entire Gulf region.
⇒ Key person for IT Infrastructure & Network upgrade planning

Oct' 07 - Oct' 12:   Addax Bank (Bahrain) as Senior Associate – Information Technology Department
⇒ Responsible for IT Infrastructure & Network upgrade planning
⇒ Assistance in establishing IT Governance, IT Compliance
⇒ Accessing IT Risk
⇒ Maintaining track of IT Asset and Inventory.
⇒ Deploying, managing and maintaining live servers both under test and production environment.
⇒ Overseeing complete implementation & configuration of Firewall for Head Office and DR Site.
⇒ Administration of:
  o Blade Centre and Storage.
  o Exchange 2007 mailing Infrastructure and other application servers.
⇒ Extending Cisco Call Manager Express Administration and Support.
⇒ Blackberry Enterprise Server Administration.
⇒ Providing Help Desk Support for Bank and Associated Companies.

Attainments:
⇒ Competently analyzed root cause of failures and evolved breakdown solutions within minimum turnaround time.
⇒ Developed & executed best practices & standard operating procedures targeting at organizational excellence.

Mar' 07 – Oct' 07:   **Sony Entertainment Television Private Limited (SET India), Mumbai as Manager – IT Infrastructure**
⇒ Spearheading project on SAP Landscape Design, Server & Storage Sizing.
⇒ Extending complete basis support to R3 landscape.
⇒ Evaluating different technologies and coordinating with vendors for hardware requirements.
⇒ Key Person for Budget Planning for IT department and developing road map for SAP and Infrastructure functions.

Oct' 04 – Mar' 07:   **Pantaloon Retail (India) Limited, Mumbai as Assistant Manager – IT Infrastructure**
⇒ Worked on
  o SAP Landscape design project, Server & storage sizing
  o Basis Support.
  o Infrastructure design for SAP CRM
  o Security policies.
  o All India VPN Implementation project.

Jun' 03 – Sep' 04   **Dodsal and Company, LLC, Oman, Muscat as IT Engineer**
Project   :   Occidental of Oman.
Overview   :   Supporting IT and communication infrastructure on Regional, Site as well as at project offices.
⇒ Overseeing IT infrastructure management functions at project office and site.
⇒ Extending support in management of Windows 2000 Network.
⇒ Overseeing complete setup and maintenance of:
  o Internet Lease Line.
  o VSAT Connectivity.
⇒ Performing implementation & configuration of CISCO 1600 and CISCO 1700 Series Routers.

Jan' 02 – May' 03   **Dodsal Private Limited, Mumbai as Network Support Engineer**
Project   :   POS (Point Of Sales) Implementation project
⇒ Overseeing administration and support to company's local network, Windows 2000 and Exchange 2000 servers.
⇒ Undertaking installation of system for Pizza Hut (SCO UNIX 5.0.6).
⇒ Maintaining Point of sales system for Pizza Hut Restaurants.
⇒ Identifying problem cause analysis and overseeing resolution of routine problems and complexity.

Attainments:
⇒ Competently analyzed root cause of failures and evolved breakdown solutions within minimum turnaround time.
⇒ Developed & executed best practices & standard operating procedures targeting at organizational excellence.

May' 00 – Jan' 02   TechneCall.Com Services Private Limited, Verette Inc, Mumbai.
Technical Support Specialist

Worked as Technical Support Specialist

Attainments:
⇒ Acted as Symantec Customer Support representative for various products in Antivirus & Internet Security domain.
⇒ Worked as an
  o Expert on www.expertcity.com and www.epeople.com for eCRM Solutions.
  o TechAdvisor on www.all.com and providing support for Dell Systems.
⇒ Proficiently resolved most common queries and technical difficulties faced by clients by escalating the same to the concerned authorities.

Oct' 99 – May' 00   Allied Digital Services India Private Limited, Mumbai
Customer Support / Network Engineer

Jul' 97 – Sep' 99   Enhira Software Exports Private Limited, Mumbai
Senior Customer Support / Service Engineer

Apr' 96 – Jun' 97   Mahavir Computer Consultancy Services, Mumbai
Customer Support / Service Engineer

⇒ Executing complete system administration and technical support functions for Computer Peripherals, Hardware & software.
⇒ Overseeing installation along with all accessories and networking to ensure hassle free functioning of systems.
⇒ Updating users on maintenance tips for prolonged service life of machines.

ACADEMIA

⇒ B.Sc. (IT)
⇒ Masters Diploma in Software Engineering
⇒ Diploma in Computer Hardware & Networking

PERSONAL DOSSIER

Date of Birth	:	27th October 1975
Nationality	:	Indian
Marital Status	:	Married
No. of Dependants	:	2
Passport No.	:	R8319356 (Valid till December 2027)
Visa Status	:	Work Permit Visa
References	:	Available on Request
Language Known	:	English, Hindi & Marathi