

VYAS NAGPAL

ASSISTANT MANAGER IT

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TOTAL EXPERIENCE - 12 YEARS

Summary

With 12 Years Of Expertise, a Leader in IT operations who runs data centers and keeps systems super secure. Lots of hands-on know-how with Office 365 admin, network upkeep, and getting the most out of audiovisual setups. Has a track record of putting security fixes in place setting up CCTV networks, and giving IT help that puts users first.

Technical Skills

- **Network Administration:** Managing and configuring network hardware and software.
- **System Integration:** Integrating various IT systems and ensuring they work together seamlessly.
- **Server Management:** Maintaining and optimizing server performance.
- **Technical Support:** Providing support for hardware and software issues.
- **Troubleshooting:** Diagnosing and resolving technical problems.
- **Data Protection:** Ensuring data privacy and compliance with regulations.
- **Team Leadership:** Managing and mentoring IT support teams.
- **Vendor Management:** Coordinating with external vendors and service providers
- **Operating Systems:** Proficiency in Windows and macOS.
- **Help Desk Management:** Overseeing help desk operations and ensuring timely resolution of issues.

Soft skills

- **Problem-solving:** Sharp analysis skills with a talent to spot and fix tricky tech issues.
- **Communication:** Good at talking able to turn tech talk into easy-to-get language.
- **Time Management:** Great at ranking tasks and handling many projects with tight due dates.
- **Adaptability:** Fast learner who can roll with new tech and changing settings.
- **Decision-Making:** Making informed decisions quickly and efficiently.

Education

- **Passed High School (10th)** from the C.B.S.E Board **2008**
- **Passed Intermediate (12th)** from the C.B.S.E Board **2011**
- **Diploma in A+, N+** (G T Computer Hardware Engg College Pvt Ltd) **2012**
- **Passed B.Sc. IT, H/NSS** (Hardware Networking & Security Surveillance) **2014**
From (Mahatma Gandhi University)

WORK EXPERIENCE

Working as a Asst. Manager IT in SPG Global Commodities Limited. March 2023 - Oct 2023

- The basic configuration knowledge of firewalls (Sonic WALL, Sophos).
- Configuring & troubleshooting of printer, scanner & LAN-related issues reported by users.
- Wi-Fi Device configuration and troubleshooting with Fixing network faults.
- Installation & Configuration of CCTV camera, DVR & NVR and XVR.
- Facilitating IT support to all SPG employees.

Sr. IT Executive - Brandnama Integrated Marketing Solutions Pvt. Ltd. Nov 2021 - March 2023

- Supervising the maintenance and administration of all devices, servers, and other units for any technical issue and resolving it.
- Keeping a record of up-to-date devices Resolving technical issues within TAT.
- Providing Microsoft Office 365 admin console support.
- Keeping track of the various billing/renewal cycles (Broadband/Landline/IVR/Godaddy)
- Aiming for smooth functioning of devices for improved efficiency Multi-Site Management:
- Handling local and remote sites efficiently. Vendor Management
- Coordinating with vendors for service delivery. Network repairs and maintenance

Manager IT - Savi Vision Pvt. Ltd. (Audiovisual Consultant) Oct 2020 - Oct 2021

- AV System Design: Expertise in designing and configuring audiovisual systems for corporate and commercial environments.
- Equipment Integration: Proficient in integrating AV equipment, including projectors, screens, microphones, and speakers.
- Video Conferencing: Skilled in setting up and troubleshooting video conferencing systems (e.g., Zoom, Microsoft Teams).
- Sound Engineering: Experience in sound system setup, calibration, and optimization for various spaces.
- Troubleshooting: Expertise in diagnosing and resolving technical issues related to AV equipment.

System Administrator (Network Admin) - Y.R. Crafts - Eastessence.com Jan 2017 - Aug 2020

- Network Configuration: Expertise in configuring and managing LAN/WAN networks, including VLANs, switches, and routers.
- Server Management: Proficient in installing, configuring, and maintaining Windows.
- Virtualization: Skilled in managing virtual environments using VMware, Hyper-V, and other virtualization platforms.
- Network Monitoring: Proficient in using network monitoring tools (e.g., Nagios, SolarWinds) to ensure network performance and uptime.
- Backup & Recovery: Experienced in planning and executing data backup and disaster recovery strategies.

IT Manager - K.L. Steel Pvt. Ltd. (Iron and steel industry) June 2016 - Jan 2017

- Team Leadership: Strong leadership skills, managing IT teams, providing mentorship, and driving performance improvements.
- Vendor Management: Skilled in negotiating with vendors, managing IT procurement, and ensuring cost-effective solutions.
- Disaster Recovery Planning: Developed and maintained disaster recovery plans to ensure business continuity.
- Budget Management: Experience in managing IT budgets, optimizing costs, and ensuring efficient resource allocation
- Compliance & Auditing: Ensured IT systems compliance with industry standards and conducted regular audits to maintain security and efficiency.

IT (EDP) Executive - Global Mode & Accessories Pvt. Ltd (Garment exporter) July 2013 - June 2016

- Desktop Support: Provided technical support for desktop systems, including hardware troubleshooting and software installation.
- Network Management: Assisted in the management and maintenance of LAN/WAN networks, ensuring smooth connectivity.
- Hardware Maintenance: Performed regular maintenance and troubleshooting of IT hardware, including PCs, printers, and network devices.
- Software Deployment: Installed and configured business software applications, ensuring compatibility and user accessibility.
- User Training: Conducted training sessions for employees on new software and IT systems, improving overall productivity.
- Data Backup: Managed routine data backup processes to protect against data loss and ensure business continuity.
- Asset Management: Tracked and managed IT assets, including inventory control and lifecycle management.
- Remote Support: Provided remote technical support to resolve user issues quickly and efficiently.
- Printer and Peripheral Setup: Configured and maintained printers, scanners, and other peripherals, ensuring seamless operations.
- Security Implementation: Assisted in the implementation of basic security measures, including antivirus software and system updates.

IT Executive - Mas Brillo. (IT Services Company)

July 2012 - June 2013

- Desktop Support: Provided technical support for desktop systems, including hardware troubleshooting and software installation.
- Network Management: Assisted in the management and maintenance of LAN/WAN networks, ensuring smooth connectivity.
- Installing various applications and programs for end users
- Improved overall user experience through support, training, troubleshooting, improvements, and communication of system changes. Managing HHT's & PTL Server's Daily Backup on Windows 2010

Desktop Support Engineer - Gaap Bright. (CA Online Classes Institute)

Jan 2012 - July 2013

- Ticketing Systems: Utilized ticketing systems to log, track, and manage support requests, maintaining efficient workflow and timely resolution.
- Administered and prepared programs for IP addresses, developed network IT support
- Managing Computer
- resources and trained support personnel to provide Tier I support to end users

*** CONCLUDING SECTION ***

Hobbies

- Surfing the internet (Technical news + Video streaming)
- Watching Movies
- Listening to music
- Cooking

Marital Status: Married

Declaration

I hereby solemnly declare that the above-furnished particulars are true to the best of my knowledge and belief