

Ramesh Kumar

I.T Specialist/I. T Support Engineer

PROFESSIONAL SUMMARY:

Experienced I.T. Specialist/I.T. Support Engineer with 13+ years in the industry, notable expertise in remote work environments, an MBA degree, and certifications in Google and IBM Technical Support & Cloud. Adept at managing remote teams, offering top-tier technical support, and excelling in various I.T. domains. Proven in ISO standards and strategic initiatives. Seeking roles to leverage expertise in IT Support & ITIL for organizational success, business acumen, and technical prowess to enhance your organization's success.

WORK EXPERIENCE

Omni Group of Companies, Matli site & Karachi.

Manufacturing, IT, Aviation group of Companies with 1000+ employees.

IT Specialist/IT Support Engineer 03/2016 – Present

- Served as the Lead IT Specialist overseeing a team of 5 IT Technicians, 3 remote Support staff. Supported 300+ users across 4 regional offices onsite and remotely.
- Supported 80+ new users with networking setup and installation, desktop troubleshooting and hardware repairs within 3 days of an issue being logged.
- Implemented ITIL best practices to streamline service management processes and enhance efficiency.
- Implemented MS-Dynamics AX in Production, Accounts, Procurement, Dispatch, Finishing and Quality Departs and trained 300+ Users.
- Introduced anti-virus and performance optimizing software on desktop and laptop systems, resulting in a 40% increase in performance.
- Upgraded OS and office software of 300+ machines (Desktops & Laptops) from Windows 7 to Windows 10 & Microsoft Office 365 including Outlook Email configuration
- Installed and Revamped 60+ HikVision Surveillance system including cameras across the regional offices.
- Resolved IT support requests from employees with 99% response rate.

TMG (A Sindh Govt. Project), Badin, Sindh

A Project of I.T education outsourced by Sindh Govt to provide I.T education to 15000 Primary & Secondary Students.

IT Coordinator 10/2009 – 02/2016

- Managed, looked after and supervised 130 newly established computer labs including installation of Windows 7 OS, Office and educational software systems, resolved hardware software issues through 24x7 desktop support.
- Conducted training sessions and workshops related to I.T and personal management and enhanced the teacher's performance to 40%.
- Instructed more than 130+ end users, and acted as the

lead technical contact for assisting in IT Support.

- Managed open tickets for support calls, reduced the average time it takes to resolve issues by 40%.

PREVIOUS EXPERIENCE

- I.T Assistant, Omni Polymer Packages (Pvt.) Ltd.
- I.T Instructor, Govt. Polytechnic Institute, Badin.
- I.T Assistant, Pakistan Customs, Hyderabad.

CONTACT

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SKILLS

Operations and IT Support:

- Hardware and Operating Systems (Windows, Linux).
- Networking and Storage.
- Cybersecurity Essentials.
- Cloud Computing.
- Technical Support.
- Computer architecture.
- Remote connection and virtual machines management.
- Troubleshooting.
- Routing concepts, VPNs and proxies.
- Systems administration, Configuration, Centralized management, managing directory services.
- Data management and recovery.
- IT security, Cryptology/encryption.
- ERP – MS Dynamics.

EDUCATION

University of Sindh, M.B.A 02/2009 - 04/2011
Management Information System, Management.

CERTIFICATIONS.

- IBM Technical Support Professional Certification (2022).
- Google I.T Support Professional Certification (2021).
- IBM I.T and Cloud Fundamentals Certification (2022).
- English for I.T (CISCO Certification 2023).
- Google Project Management Fundamentals Certification (2021).
- UNDSS (Information Security Awareness Certification (2019).
- Write Professional Emails in English (2022).
- Python for Data Science, AI & Development (2022).
- IBM, Web Development with HTML, CSS, JavaScript (2021).
- IBM, Cloud Computing & Cyber Security Essentials.
- ITIL 4 Foundation Training from Cybrary.
- CompTIA Project+ Training from Cybrary.

ACHIEVEMENTS/ACCOMPLISHMENTS.

- Nominated for International Literacy Prizes for UNESCO (2018).
- Developed multilingual KLS (Kids Learning Suite) in Urdu/Sindhi/English languages, which is installed in computer labs of Govt. schools of Badin district, Sindh, Pakistan.