

# Kuldeep Kumar

ASSISTANT MANAGER - IT

Himalayan Infracorp , Gurugram, INDIA

10 Years 0 Month of experience



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kuldeepk.sharma@outlook.com

Professional with experience in IT Infrastructure management, Network engineering, and systems administration within a wide variety of environments. Formally trained in Management of Information Systems and network infrastructure engineering and support. Strong business development professional with a Bachelor's degree focused in Information Technology from Punjab Technical University.

## SKILLS

Network Configuration,  
Computer Networking,  
Hardware and Infrastructure,  
Local Area Network  
Wide Area Network  
V-Lan (Virtual Local Area Network)  
Microsoft Window Server  
Subnetting  
SAP & ERP  
Data Backup  
Fiber Networking  
CompTIA Network+ Certification  
Tally Prime Server

Network Protocols: TCP/IP  
DNS (Domain Name System)  
DHCP (Dynamic Host Control Protocol)  
Endpoint Security  
Router Configuration  
ACL (Access Control List)  
BGP (Border Gateway Protocol)  
OSPF (Open Shortest Path First)  
EIGRP(Enhanced Interior Gateway Routing Protocol)  
VPN (Virtual Private Network)  
NAS (Network Attached Storage)  
Network Monitoring: Wireshark Solar Winds

## EDUCATION

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| <b>Omega Institute of Management and Technology – Delhi</b>  | <b>2020</b> |
| • Master of Business Administration Information Technology Management  |             |
| <b>Punjab Technical University – Jalandhar</b>   | <b>2013</b> |
| • Bachelor of Science: Information Technology  |             |
| <b>Jet king – Chandigarh</b>   | <b>2008</b> |
| • Jet king Certified Hardware & Networking Professional - One & half years from the Jetking, Sec.34-A, Chandigarh. |             |
| <b>Gyan Sagar Art and Craft Teacher Training Institute Amritsar</b>  | <b>2007</b> |
| • Two years from The Punjab State Board of Technical Education & Industrial Training, Chandigarh                   |             |

## CERTIFICATIONS

- **Certification in Microsoft Certified Professional (MCP)** - With specialization in Microsoft Windows Server 2003, Windows XP Professional this certification provided a deep understanding of implementing, maintaining, and troubleshooting the Microsoft technologies environment (2008)
- **CCNA (Cisco Certified Network Associate)**
- **CCNP ENARSI (Cisco Certified Network Professional – Enterprise Advanced Routing and Services)**

## PROFESSIONAL EXPERIENCE

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### **Himalayan Infracorp Private Limited** **Assistant Manager (IT Infrastructure)**

**March 2024 – Present**

Working as Assistant Manager directly reporting to the Director of the organization.

- Orchestrated the IT organization with a strategic vision, devising both short and long-term strategies to fortify our corporate infrastructure in alignment with nationwide business processes and ERP systems.
- Acted as the primary point of contact for infrastructure issues, quickly addressing trouble-tickets covering LAN/WAN/WLAN switching, network protocols, cabling, distance learning setups, PCs, servers, and telephony devices. Conducted comprehensive troubleshooting, installation, and maintenance activities on switches, routers, servers, wireless gear, PCs, servers, universal power supplies, and telephony systems.
- Implemented enterprise monitoring software, resulting in achieving 99.9% uptime across network systems. Methodically documented processes, leading to a 20% decrease in system downtime incidents.
- Collaborated closely with teams to facilitate the installation, maintenance, and resolution of issues related to Layer 2 and 3 routing/switching, server hardware, video teleconferencing, telephony, and network security.
- Provided expertise in telecommunications network design, programming, and installation for servers and desktop applications.
- Validated new devices for viability and network compatibility. Reviewed proposals meticulously to ensure precision and adherence to contracts, contributing to informed decision-making.
- Engineered LAN/WAN/WLAN solutions based on architectural blueprints, enhancing network efficiency and performance. Engineered LAN/WAN/WLAN solutions for new constructions and renovations, utilizing architectural blueprints as a guide.
- Proactively maintained, designed, developed, and analyzed entire infrastructure systems including LANs, WANs, security, and wireless frameworks.
- Enhanced network performance through vigilant monitoring, issue resolution, and strategic upgrades, resulting in a 20% increase in overall network efficiency.
- Collaborated with network architects to optimize network performance, showcasing strong problem-solving skills in investigating data network faults across local and wide-area contexts.
- Managed firewall environments in alignment with IT security policies, ensuring network security and compliance.
- Provided unwavering support to on-site engineers and remote end-users, facilitating seamless installations and swift troubleshooting, resulting in a 30% decrease in response time.
- Spearheaded the comprehensive implementation of CCTV systems across all offices, conducting cost analysis to identify optimal products and vendors, while overseeing telecommunications, EPBX, and PRI link management

### **Paras Spices, Moga, Punjab** **Technical Lead (IT Infrastructure)**

**May 2022 – March 2024**

Working as Technical Lead directly reporting to the Director of the organization.

- Provided strategic vision and leadership to the IT organization while working to define short and long-term plans for the development of corporate infrastructure that supports all business processes and ERP systems nationally.
- Act as the first responder to infrastructure trouble-tickets including: LAN/WAN/WLAN switching, network Protocols, cabling, distance learning equipment, PC, server issues and telephony devices.
- Perform in-depth troubleshooting, installation and maintenance on switches, routers, servers, wireless Equipment, PCs, servers, universal power supplies and telephony equipment.
- Administer enterprise monitoring software ensuring that all network systems are performing as expected.
- Collaborate and assist with the installation, maintenance and troubleshooting of: Layer 2 and 3 routing/switching hardware, software and configurations, server hardware, video teleconference hardware and software, telephony equipment, and network security systems.
- Provide telecommunications network design and programming and installation support services for server,

desktop applications and hardware.

- Test new devices to determine viability and network implications.
- Review proposals for accuracy and completeness as well as pricing to ensure compliance to the contract.
- Assist with architecting LAN/WAN/WLAN solutions for new construction or modifications to existing structures using architect plans; conducting corrective and preventive hardware maintenance on servers, switches, routers and UPS systems; and troubleshooting WAN and Internet infrastructure
- Managed and established priorities for maintenance, design, development, and analysis of entire infrastructure systems inclusive of LANs, WANs, internet, security, and wireless implementations.
- Improve network performance by monitoring performance, resolving network problems and outages, scheduling upgrades, and working with network architects on network optimization
- Investigate data network faults in local and wide-area situations utilizing information from many sources
- Support and operate firewall environments per IT security policy and report network operational status by gathering and prioritizing information and project management
- Set up routing and switching equipment, as well as hosted IP voice services and firewalls
- Give on-site engineers and end-users/customers with remote help throughout the installation
- Provide remote troubleshooting and fault discovery if problems arise during the first installation
- CCTV project implementation for all offices & their cost analysis & finalized the best product & vendor. The management of Tele-communication, EPBX, PRI link.
- Review cabling infrastructure standards, codes, design, and troubleshooting process.
- Provide after-hours support for technical issues, as needed.
- Managed all IT assets (hardware & software) for the entire organization.

**Patel Infrastructure Ltd, Kota, Rajasthan**

**March 2018 – April 2022**

### **Senior Executive IT**

Working as Senior Executive directly reporting to the Senior Manager IT of the organization.

- Effective planning, management & prioritization of all IT escalations & ensuring maximum uptime of network resources including local, cloud, LAN, WAN, AP, Internet, UTM & monitoring.
- Act as primary IT contact. Attending & resolving any IT escalation issue, driving, and guiding the Team to achieve tasks & improving IT support on application & service delivery.
- Maintaining and administering computer networks and related computing environments including systems software, applications software, hardware, and configurations.
- Remote/Client and server Installation/Maintenance/Recovery that includes setup of a new Server with proper security patches, DNS, DHCP, Active Directory, etc.
- Protecting data, software, and hardware by coordinating, planning, and implementing network security measures.
- Meets Financial Requirements by Submitting Information for Budgets, Monitoring Expenses.
- Provide direct in-house & outdoor support. Administration of corporate IT resources, tools & applications & driving performance.
- Develop, coordinate & lead IT projects & initiate. Drive communication & priority to complete IT Projects before the due date & to ensure constancy across the organization.
- Management of entire IT & drives for PIL- IT including, central IT procurement for all IT devices & approval, AMC Renewals.
- IT project management & coordination, guiding the Team to complete the project before the deadline.
- AV Conference room management & takes support from OEM partner if any requirement.
- ESSL bio-matrix & face recognition machine deployed across the site and offices & warehouses.
- CCTV project implementation for all offices & their cost analysis & finalized the best product & vendor. The management of Tele-communication, EPBX, PRI link.
- SAP & ERP client-side Support installation and configuration.
- Updates Job Knowledge by Participating in Educational Opportunities, Reading Professional Publications, Maintaining Personal Networks, Participating in Professional Organizations

## PERSONAL PROFILE

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Date of birth:	16th Oct.1984 (Sixteenth October, Nineteen Eighty-Four)
Father's Name:	Sh. Gian Chand
Permanent Address:	V.P.O. Mundkhar, Tehsil Bhoranj, Distt. Hamirpur -176044 (Himachal Pradesh)
Marital Status:	Married
Language is known:	English, Punjabi & Hindi
Passport Number:	V6041504

## DECLARATION

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

Place:

Date:

(SIGNATURE)