SUMIT CHANDEL

CONTACT

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OBJECTIVE

A competent professional with over 4.5 years of experience across Operation Management and IT Support. Rich experience in Microsoft Windows Servers, Microsoft Certificate Services, Active Directory; worked with Microsoft Windows Directory Services Team. Excels in steering operations related to IT Infrastructure and ensuring the infrastructure and services are up and running as per predefined SLA. Expertise in supervising high-severity incidents escalated by technical representative to ensure service availability with minimum delay. Comprehensive experience in managing nearly 300 clients and resolving escalations within prescribed TAT, thereby attaining client delight. Conceptulalizing service strategies based on extensive analysis of service Operations and Market dynamics; planning and executing customer life-cycle management measures to arrest churn levels of customers. Excellent communication and negotiation skills with aptitude for collaborating with internal and vendor Executive, Directors and key stakeholders to identify business needs and develop winning solutions.

SKILLS

IT Infrastructure Operations

Service Delivery

Active Directory Domain Services

Active Directory Certificate Services

Incident management

Process management

Technical Support

Server Configuration

Team building and Leadership

EXPERIENCE

Concentrix Pvt Ltd.

March 2021 - July 2022

Directory Services Support Engineer
1, Managing **ADCS and ADDS Role**.
2, Worked from scratch on **Active Directory** components like **AD Replication, Group Policy, Account Lockout, Profiles, DC Locator, Windows Time, Secure Channel, Trusts, User profiles, DFSR, Kerberos** etc.
3, Experience in **On-Premise and Infrastructure** actively.
4, Managing of **Domain Controller's promotion and demotion.**
5, Troubleshooting on **Disaster recovery and backups.**
6, Configuration of **DNS, DHCP**, AD- Connect.
7, Knowledge of troubleshooting on tools such as **Network Monitor, ALSID, Performance, ADMT** etc.
8, Deploying PKI (Public Key Infrastructure).
9, Indulgence in providing **Root Cause** Analysis.
10, Slight insights on Azure.
For eg: Deployment and Migration of Virtual Machines, Creation of Resource group and creation of Storage account, Availability Set, Azure file sync, etc

*Worked as Subject Matter expert and acting L2 support for 3 teams.
*Providing refreshers on AD components.
*Managing deadlines on weekly and monthly basis.
*Involved in **premier support severity (24/7) to Enterprises**.

ACHIEVEMENTS & AWARDS

National level Basketball player.

PERSONAL DETAILS

Date of Birth   : 08/10/1992

Marital Status : Single

Nationality   : Indian

Tech Mahindra Business Services Pvt Ltd.

Aug 2019 - Feb 2021

Technical Support Representative
1, Bill handling disputes and all support services provided by Vodafone (client).
2, Promoting latest products and providing services introduced by Vodafone.
3, Supported as Floor support for all technical queries related to Network.

Tech Mahindra Business Services Pvt Ltd.

Aug 2018 - May 2019

Technical Advisor

Concentrix Daksh Services India Pvt Ltd.

Dec 2017 - Aug 2018

Technical Advisor
1, Worked on Telco and Broadband technical queries.
2, Handling issues remotely related to Computer's connectivity, emails, Wi-Fi, Ethernet etc.

EDUCATION

DAV Public School, Bilaspur

2011

HSC in Science
Pass

DAV Public School, Bilaspur

2009

SSC in Science
Pass