

HIMANSHU AHUJA

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Experienced professional with over 5 years of expertise in IT Security, IT Operations, and Microsoft Support.

PROFILE SUMMARY

Accomplished Manager with a strong background in M365 Premier Support operations. Recognized for delivering outstanding technical solutions and cultivating client relationships. Adept at guiding teams to efficiently handle complex challenges, from technical implementation to troubleshooting. Proficient in driving process improvements and ensuring alignment with high-quality standards. Proven ability to lead cross-functional coordination, optimize operations, and elevate client experiences. Well-versed in M365 security initiatives and dedicated to driving excellence in premier support services, enabling clients to achieve their business goals. Skilled to design, set-up & deliver effective Information Security Management Framework covering information & physical security for all business units thereby resulting in reduction of incidents. Sound understanding of latest Information Security standards, regulations & best practices; aware of process of identifying & assessing IT risks, developing response plans and setting-up & executing audit procedures / audit plans.

Presently, associated as Tech Lead - M365 Advance Support at Sherweb India Pvt. Ltd. In addition, serving as a Board Member. The current scope of responsibilities includes spearheading the ambitious expansion of Sherweb's presence in India. Gained international exposure by working in Canada for 2 years. Successfully brought M365 Enterprise support project for client from Pilot to Production.

KEY SKILLS

Microsoft Office 365 Support | Microsoft Azure | Malware Defenses & Application Security | IT Security Evaluation | Operating System Security | Autopsy, Sleuthkit Cyber Security Tools | Cyber Crime Investigation | Crypto Protocols & Network Security | Cryptography System Simulation and Modelling | Wireless Network Security | IT Project Management | Business Development

PROFESSIONAL EXPERIENCE

Sherweb | Remote | Dec'18 – Present

Growth Path:

Dec'18- May 19: M365 Technical Advisor
May'19 - Aug'20: M365 Support Lead/Supervisor
Sep'20 - Apr'23: Manager - M365 Premier Support
Apr 23 - Dec'23: Manager - M365 Training Coordination
Dec'23 - Present: Tech Lead - M365 Advance Support
As Manager - M365 Training Coordination

- Facilitating the seamless onboarding procedures, a cornerstone in the ramp-up of operations in India
- Ensuring a frictionless experience for both the Training and Program teams
- Provisioning of essential IT equipment for new hires, meticulously aligning their needs with the organization's objectives
- Providing timely resolution or escalation of IT issues and tickets is prerogative, fostering an environment conducive to the seamless assimilation of new talent
- Formulating procurement strategies integral to expansion endeavors; augmented the strength from 2 employees in India to 200
- Acting as a signing authority for legal obligations and the meticulous filing of taxes
- Helped in registering the organization in India and set-up the infrastructure

As Manager - M365 Premier Support

- Successfully managed and executed large and intricate M365 Enterprise support operations, ensuring seamless functioning and client satisfaction
- Pioneered the implementation of innovative business technology solutions, enhancing operational efficiency and client outcomes
- Nurtured the growth, deployment, and consistent support of advanced technical solutions, contributing to organizational success
- Played a pivotal role as a primary technical & functional liaison for significant project, ensuring alignment & successful execution
- Skillfully led a team of 8 technical team leaders, overseeing their contributions and fostering a collaborative work environment
- Leveraged extensive technical expertise in technology, particularly in Technical Functional Leadership and Business Analysis
- Spearheaded the successful implementation of Office 365 security initiatives, fortifying client systems and data
- Ensured strict adherence to high-quality technical standards, rules, regulations, and technical compliances
- Provided expert guidance and Technical Solution Development for clients and on-site professionals, optimizing their experiences
- Proactively resolved escalated queries, consistently meeting Key Performance Indicators and ensuring client satisfaction

As M365 Support Lead/Supervisor

- Provided technical support to enterprise clients via various communication channels
- Expertise in Fraud & Spam Detection, troubleshooting Microsoft 365 issues
- Implemented hybrid on-prem/cloud administration for SharePoint and Exchange Servers
- Resolved technical issues and optimized system performance for clients
- Streamlined data management with JIRA Software's Data Entry Rectification
- Successfully introduced Biometrics System Technology for tuberculosis eradication
- Managed technical implementation and operations of diverse projects
- Ensured seamless materials management and functional project execution
- Crafted creative presentations for clients, campaigns, and conferences

As M365 Technical Advisor

- Ensured controlled technical grievance solutions pertaining to MS 365 to the associated clients
- Fostered operational visibility in collaboration with technical teams & provided niche customer service via telephone, email & chat processes
- Ensured using troubleshooting of the virtual machine to configure the technical issues faced by the associated clients
- Analysed & isolated the root cause of technical issues of M365 and eliminated the same; identified the improvement to enhance the quality of M365
- Working with the BI & engineering teams to build dynamic manpower in the organization

Lumata Digital | Noida | Mar'16 - Aug'16 | Software Developer - Trainee

- Reduced human error by 90% through Data Entry Rectification, utilizing JIRA Software.
- Successfully engaged in the software development lifecycle, identifying designs, and implementing innovative business technology solutions for clients.
- Trained as a respected technical leader, proficient in best practices of software development. Expertise spans continuous delivery, security, and multimedia presentations.
- Thrived in a collaborative and dynamic software development team, contributing to a vibrant and productive work environment.
- Maintained high-quality software development management, ensuring alignment with strategic goals and business strategies.

Operation Asha | New Delhi | Aug'15 - Mar'16 | Manager- Technical Implementation

- Implemented Biometrics System Technology, collaborating with the technical team, contributing to Tuberculosis eradication via D.O.T.S treatment
- Managed Technical Implementation and Operations, partnering with the COO, ensuring project success
- Successfully updated materials management for clients and the organization, enhancing operational efficiency
- Ensured seamless Functional & Operational Project Management, aligning efforts across HR, Finance, and technical departments
- Created engaging presentations and posters for COO and CEO, supporting client initiatives, campaigns, and conferences

EDUCATION & CERTIFICATIONS

Master of Engineering - Information Systems Security | Concordia University | Montreal | Canada | '17 - '19 | GPA: 3.43

Bachelor of Technology - Electrical, Electronics & Communications | Maharishi Markandeshwar University | Ambala | '11 - '15

Certified Scrum Master - CSM® | Scrum Alliance | May'21
MS - 900: Microsoft 365 Fundamentals | Microsoft | May'21
AZ 900 (Microsoft Azure Fundamentals)