

GOKUL C ASHTAMAN

Continue to grow experience as a professional with strong inclination to contribute to IT

<https://www.linkedin.com/in/gokul-ashtaman-itservicemanager/>

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IT SME/ Cloud Specialist/ ITSM Lead

☎ +91-9895769351

Immediate Joiner



CORE COMPETENCIES



SOFT SKILLS



ACADEMIC CREDENTIALS

- BTech – IT from NITMS Nagpur
- IT Management (Software and DBMS)- 2021
- Advanced Diploma in Computer Hardware & Networking Engineering – 2014
- CCTV Operation, MS Office & Desktop Publishing - 2012
- ITIL V4



PERSONAL DOSSIER

- **Linguistic Ability**
 - English – Native Level
 - Hindi – Advanced Level
 - Malayalam – Native Level
 - Tamil – Basic Level
- **Date of Birth:** 08-10-1995
- **Location:** India (Open to Relocate Anywhere in India)



EXECUTIVE PROFILE

- IT Digital Service Delivery Lead with experience of working in India & Middle East offering 9 years of rich experience in managing the Helpdesk and Onsite Support Engineers (L1 & L2) within the Global Information Management Service Desk of a company.
- Adroit in working globally/ regionally with the day-to-day running of an IT Operation and its business IT systems, as well as worked in Hospitality Industry, Retail Industry, IT Services Industry and Chemical Industry.
- Expertise in delivering IT Projects, Installation & Configuration, Termination and Acceptance Tests of IT & Quality Control Inspections with an extensive focus on troubleshooting & Installations. Specialised in Cloud Technologies.
- Adroit in maintaining excellent relations with clients, an effective communicator with excellent relationship building & interpersonal skills.
- Skilled in delivering projects within agreed terms such as quality, profitability and in conformance to specifications.
- Adept in participating in high-level IT Service Delivery planning, transferring ideas into practical action and making sure that all team members understand their roles and accept their responsibilities.
- **Team player who is most comfortable working in a fast-paced**, dynamic environment, strategic business acumen from an Enterprise point of view. **Excellent communication and presentation skills**, including excellent listening and consultative capabilities to non-IT individuals and writing skills



CAREER CONTOUR

Since May 23 as a General IT & Digital Service Delivery Lead – ITS function at Xtreme Productivity, Mumbai, India (New Zealand Shift – Remote)

- Proactively interacting with the users for understanding the requirements and resolving queries/issues.
- Managing, supporting and monitoring the provision of help desk and onsite support services by and performance of IT Services staff and suppliers at the locations. Overall IT Delivery Owner for the Regions. (UK, US, NZ, AU, Canada, India)
- Proactively ensuring the standard IT processes in the IT Operating Model, e.g. support, issue resolution and escalation are followed.
- Responsible for configuring and managing the overall ICT & Digital Support.
- Maintaining and building relationships with site management, key-users and end-users on location and providing advice on IT Subjects.
- Overseeing all the IT Operations within the region and coordinate with different functions within Information Management Faculty.
- Providing a customer focused IT Support to the users to drive the best productivity of the clients.
- Ensuring the provisioning of General IT infrastructure expertise & Device Life Cycle management, as well as handling escalations at location and Logging IMS changes in Service Now and CRM.
- Budgeting for the region, Procurement of the IT Systems and Equipment.
- liaise with SOX, SOC, GRC teams Workplace Architects, Network Architect, PMO Office and External Suppliers such as Capgemini, Atos, Thales, Proofpoint etc.
- Problem Management, Change management, Release and deployment management, Incident Management, Customer Experience Management and SLA management.
- A/V Conference and Meeting room management.
- Microsoft Cloud Services management and support to the clients (160 clients)
- Providing the security recommendation and implementation of cloud security services.
- Licenses, Accounts, Users, Devices, Email management on cloud services.

INITIAL EXPERIENCE

Aug'21 – Feb'23 as Regional IT Service Delivery Lead in Nouryon Chemicals, Mumbai, India

Responsibilities : - Infrastructure · Information Technology · Service Delivery · Troubleshooting · Team Leadership · Stakeholder Management · End user satisfaction · Project Management · IT Operations · Networking · IT Management · Vendor Management · IT Project & Program Management · IT Operations Management · Budgeting · IT Financial Management · Recruiting · ITIL & Service Now · Technical Support · IT Infrastructure Management · IT Service Management · IT Asset Management

Sep'20- Aug'21 as IT Support Engineer -India Lead in NSC Global , Mumbai, India

Responsibilities:- Infrastructure · Information Technology · Service Delivery · Troubleshooting · End user satisfaction · Networking

Sep'17-Feb'20 as IT Support Specialist in RAMLA GROUP, United Arab Emirates

Responsibilities:- Infrastructure · Information Technology · Service Delivery · Troubleshooting · End user satisfaction · Networking

Apr'14-Mar'17 as IT Admin Cum Supervisor in KR inn, Kerala, India

Responsibilities:- Infrastructure · Information Technology · Service Delivery · Troubleshooting · End user satisfaction · Networking

TECHNICAL KNOW-HOW

- **O365 Applications:** Power point, MS-Word, Outlook, One note, OneDrive, Microsoft Teams etc
- **Database:** SQL Server, Excel
- **Server:** AD, DNS, DHCP, Remote Desktop, VPN etc.
- **Reporting Tool:** Power BI, Excel, Power point
- **Operating System:** Windows, Ubuntu, Linux and Mac Environment
- **Service Desk:** Service Now & CRM , ITIL Trained, SLA management, OLA management, KPI's, Objective setting for team, Hiring and Retaining
- **Customer Satisfaction:** Managing Surveys through MS Forms, CS Indicators in SNOW, Complaints, Escalations etc
- **ITIL Practices:** Incident Management, ITASK, SCTASK, change management, Service Integration, Problem Management, Knowledge Base management, participating in CAB meetings, CMDB, Ensuring Organisation Structure etc.
- **Tools:** SolarWinds, VMWare, RSA Identity & Access management, Bit locker Administration, ServiceNow, Ariba Guided Buying, Printer Logic, Other ticketing tools etc.
- **Cloud Proficiency:** Azure Cloud Administration, AWS Cloud Associate Architect, IAM, O365 Admin Portal, Microsoft Defender 365, Compliance, Exchange Online.
- **Security Practices:** System Security knowledge, Cyber Security best practices, Compliance and Auditing experience, Data Protection Knowledge.

