**Puneet Sud**



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***Phone: 09811220404, +91-124-4251577***

***Senior Professional: Offering nearly 17 years of experience***

***Targeting assignments in Program & Project Management / Application Support***

***Domain expertise in Enterprise/Web Content Management, Portal & Search Industry***

**PROFILE SUMMARY**

* Pioneered at planning & building IT Operations at the enterprise scale involving selection of appropriate technology, offering field support, finalising Service Level Agreements, outsourcing tasks effectively for timely & successful completion of the projects.
* Successfully assisted with performance tuning requests, developed tools for performance monitoring and performance testing and dealt with database-related production incidents.
* Excellence in analyzing and estimating efforts & project plans based on requirements, creating functional & technical documents and mapping specifications for integration & transformation.
* Diligently provided overall leadership to the entire project team including managing deliverables of other functional team leaders.
* Effective leader with excellent motivational skills to sustain growth momentum while motivating peak individual performances for process excellence.

**CORE COMPETENCIES**

*Program/ Project Management*

*Software Development*

*Troubleshooting*

*Team Management*

*Liaison & Coordination*

*Solution Designing*

*Software Designing*

*Performance Tuning*

*Process Improvement*

**ORGANISATIONAL EXPERIENCE**

**July ’18 to Nov’18 : British Council as Manager IT Delivery (Sharepoint) /Incident Manager**Role: Manager IT Delivery (SharePoint)  
Technologies Used: Microsoft, Microsoft Tools  
**Key Result Areas:**

* Develop and maintain a high performing team through effective hiring, vendor partner management, coaching and performance management.
* Prioritizes and manages own workload and the workload of project team members in order to deliver quality results and meet timelines.
* Interface with business professionals, application developers and technical staff working in an agile process and environment.
* Provide work direction, delegation, and prioritization to team. Ensure compliance with company's policies, processes and procedures.
* Working closely with architectural team and development teams during detailed design and implementation.
* Provide project reporting and ad-hoc analysis, and present project status and issues requiring attention by senior management.
* Establish effective relationships across multiple business and technology partners, program and project managers.
* Workflow management - work with management staff to understand project and business priorities, manage to project milestones, and run development schedules.
* Effectively manage and develop team including work assignment, personal development and career planning.
* Manage one or more cross functional development teams (Sharepoint)to deliver key strategic projects.
* Provide development status reporting to Senior Management.
* Works with the Provider teams and the Customer product owner to understand Customer’s priorities for development.
* Implements annual work plan based on regional and Strategic Business Units(SBU) strategies for Education & Society (E&S). Deploys resources efficiently and cost effectively to deliver required income, impact and profitability targets for agreed service/product/programme delivery within country.
* In accordance with agreed Country and regional strategies and work plans, manages a range of relationships with external stakeholders (e.g. government, sponsors, customers, partner agencies) to achieve positive outcomes for the British Council programme and facilitate effective operational delivery.
* Uses management information, analysis and personal operating experience to identify and make recommendations on improvements to ways of working, processes, procedures and/or resources that will enhance efficiency and effectiveness.
* Income and expenditure - and undertakes detailed resource planning to enable cost effective, high quality in- year delivery of operational activities.
* Leads a team of people ensuring clear communication of goals and expectations and effective delivery.
* Analyzing and establishing delivery priorities working with program teams/business partners.
* Interface with a geographically dispersed team in coordinating system development and infrastructure support during analysis, development and testing phases.
* Interface with Business and product management to negotiate and insure scope lock down.
* Establishing and managing LOB/client relationships.
* Manages risk to service delivery through Operational Readiness.
* Manage program / project benefits – ensure consistent delivery of benefits throughout project lifecycle through vigilantly monitoring & controlling change management.
* Planning, executing, monitoring and controlling phases of projects originating from Problems.
* Perform investigative analysis and reporting on chronic incidents.
* Negotiate and drives conference calls with the customer.
* Provides timely feedback to upper level management.
* Responsible for engaging, escalating and communicating with cross-functional groups.
* Working on various escalated incidents and resolving the same.
* Administering project planning and performing analysis & requirements gathering.
* Estimating task effort & timescales to accurately forecast delivery and providing technical support & guidance to team as well as client.
* Liaising with team members to ensure smooth progress of project work; monitoring and ensuring customer delivery during the transition period.
* Serve as the primary day-to-day technical contact for Clients, third-party vendors, technology partners and internal project stakeholders.
* Built, managed and provided mentorship to support team.
* Perform problem analysis (identify root causes, outline resolution options, and take appropriate actions to resolve problems).
* Working in Sharepoint Incident management in Service Now.
* Incidents related to Sharepoint 2010 and SPOnline.
* Assisted user’s in resolving incidents.

**PREVIOUS EXPERIENCE**

**June ’17 to Sept’17 : HCL Technologies. Ltd. as Senior Sharepoint Lead/Problem and Incident Manager on Microsoft Sharepoint Portal 2013, O365,MOSS 3.0 and SQL Server 2008 with client Axalta Coating Systems**

Role & Responsibilities: Senior Sharepoint Lead (SharePoint Technology)

Technologies Used: Microsoft, Microsoft Tools

**Key Result Areas:**

* Administered and maintained portal developed using MOSS 2007, SharePoint 2010, SharePoint 2013.
* Analysis and documentation of SharePoint architecture including central administration.
* Expert level in deploying solutions, features, web services, templates for MOSS, SharePoint 2010, 2013.
* Responsible for reverse engineering the company intranet and collaboration portals built up SharePoint 2010 and SharePoint2007.
* Excellent experience in unit, integration, system and performance testing of the applications.
* Worked in complete life cycle of the portal and experience in interacting with end users right from collecting requirements to production support.
* Expert in backup/restore and import/export site documentation for sites, lists, libraries, site collections and farms, governance and other best practice documentation
* Responsible for a mixture of SharePoint architecture, administration, development, project management, business analysis and development of a public facing, international, SharePoint website**, www.Axalta.com**
* Re-architecting the SharePoint infrastructure to enhance performance, decrease deployment time periods, add disaster recovery and lower costs
* Good knowledge of Active Directory Federation Services (ADFS), SAML, Single Sign-on (SSO), OAuth and related authentication technologies.
* Meeting with end users and stakeholders to gather requirements, create functional and technical documents, user acceptance test scripts and project implementations
* Implemented and created governance plans, project management guidelines, deployment and development methodologies (DevOps) to reduce error, increase implementation times and quicken SharePoint development.
* Good knowledge in SSL intranet and internet applications.
* Expert in configuring Search service application and User Profile Service applications.
* Familiar with deploying WSP files using central admin as well as STSADM and Power Shell commands.
* Good knowledge in migrating SP On Premises servers to Microsoft Azure.
* Good knowledge in managing Azure Portal.
* Good knowledge in AD, DNS and Alternate Access Mapping (AAM).
* Good knowledge in installing and configuring OWA and Workflow servers for SharePoint 2013.
* Troubleshooting of various complex issues related to SP and FS4SP, SharePoint and IIS.
* Maintaining SharePoint Portal Server infrastructure, user access and application deployment.
* Rendering support to the installation, configuration, security, operation, and maintenance of all web portal servers, equipment, and software related to SharePoint Infrastructure.
* Participating in planning and implementing tasks related to the evaluation of new SharePoint based initiatives (Upgraded versions, Third-Party Solutions, and Integration with additional Enterprise Systems).
* Working on various escalated incidents and resolving the same.
* Deploying Patches and CU for SP and Fast Search and updating Deployment docs properly.
* Preparing and updating SP Build & SP DR Documentation.
* Evaluating customer environment and driving automation.
* Administering project planning and performing analysis & requirements gathering.
* Estimating task effort & timescales to accurately forecast delivery and providing technical support & guidance to team as well as client.
* Liaising with team members to ensure smooth progress of project work; monitoring and ensuring customer delivery during the transition period.
* Installing and configuring SharePoint 2010 and Creation SharePoint Portal Human Resource Management System in SharePoint 2010.
* Hiring & supervising consultants to install WSS and MOSS farms as well as develop custom SharePoint features.
* Using Microsoft Performance Point Server 2007 for monitoring, analyzing, and plan their business as well as drive alignment, accountability, and actionable insight across the entire organization.
* Part of SharePoint infrastructure team managing O365, SharePoint 2010 with FAST administration.
* Designed and implemented custom SharePoint solutions to address Account team and Partner needs.
* Managed SharePoint project development from beginning to end. This includes defining project scope, goals, and deliverables and in collaboration with senior global and local management, identifying resources needed to achieve project objectives that support business goals.
* Collaborated with business partners to provide recommendations for MOSS technology integration decisions, including package selection and systems design and modification.
* Developed and presented prototypes of proposed solutions to customers and development teams.
* Built and maintained excellent relationships and negotiated with internal customers and resource teams such as   
   developers, testers, operations, etc., in areas including project scope, timelines, and budgeting.
* Performed technical requirements gathering, use-case discovery, and platform analysis.
* Develop and maintain software requirements specification and architecture documents.
* Serve as the primary day-to-day technical contact for Clients, third-party vendors, technology partners and internal   
   project stakeholders.
* Collaborated with Technology Directors to develop estimates and overall implementation solution plans..
* Serve as the lead for all implementation, customization, and integration efforts.
* Define and document best practices and contribute to company knowledge sharing efforts.
* Built, managed and provided mentorship to support team.
* Perform problem analysis (identify root causes, outline resolution options, and take appropriate actions to resolve   
   problems).
* Planning, executing, monitoring and controlling phases of projects originating from Problems.
* Perform investigative analysis and reporting on chronic incidents.
* Negotiate and drives conference calls with the customer.
* Provides timely feedback to upper level management
* Responsible for engaging, escalating and communicating with cross-functional groups.
* Working on various escalated incidents and resolving the same.
* Administering project planning and performing analysis & requirements gathering.
* Estimating task effort & timescales to accurately forecast delivery and providing technical support & guidance to team as well as client.
* Liaising with team members to ensure smooth progress of project work; monitoring and ensuring customer delivery during the transition period.
* Serve as the primary day-to-day technical contact for Clients, third-party vendors, technology partners and internal project stakeholders.
* Built, managed and provided mentorship to support team.
* Perform problem analysis (identify root causes, outline resolution options, and take appropriate actions to resolve problems).
* Prepare and deliver technical proposals and presentations to all levels of a client’s organization.

**Sept’14 to Dec 16 Clifford Chance Pvt. Ltd. as Senior Application Support Analyst SharePoint/Incident Manager on Microsoft Sharepoint Portal 2013, MOSS 3.0 and SQL Server 2008**

Role & Responsibilities: Senior Application Support Analyst (SharePoint Technology)

Technologies Used: Microsoft, Microsoft Tools

**Key Result Areas:**

* Troubleshooting of various complex issues related to SP and FS4SP.
* Troubleshooting and configuration of SharePoint and IIS.
* Maintaining SharePoint Portal Server infrastructure, user access and application deployment.
* Support the installation, configuration, security, operation, and maintenance of all web portal servers, equipment, and software related to SharePoint Infrastructure.
* Participate in planning and execution of tasks related to the evaluation of new SharePoint based initiatives (Upgraded versions, Third-Party Solutions, and Integration with additional Enterprise systems).
* Working on various Escalated incidents and provide resolution.
* Providing proper guidance on preparation of multi farm environment.
* Deployment of Patches and CU for SP and Fast Search and updating Deployment docs properly.
* Preparing and updating SP build and SP DR documentation.
* Solution designing, delivery & documentation.
* Quality and Process compliance.
* Constant evaluation of customer environment and driving automation.
* Project planning , analysis & requirements gathering.
* Estimated task effort and timescales to accurately forecast delivery.
* Project documentation preparation & SDLC process implementation with coordination of team members .
* Project scheduling ,Team Management ,Task allocation, project status tracking & report preparation.
* Providing technical support & guidance to team as well as client.
* Interacting with team members to ensure smooth progress of project work; monitoring   
  and ensuring customer delivery during the transition period. Performed configuration   
  and operation on all software related to SharePoint 2013 infrastructure .i.e. Farm   
  Infrastructure.
* Evaluated the efficiency of new share point initiatives.
* Provided technical support on activities such as creating sites, user training and data restoration.
* Implemented protocol that will optimize the storing of data and information.   
  Designed and developed solutions that will address discrepancies in the designs.
* Worked also on SharePoint 2010 for one and half year. It includes Governance i.e. User Polices and rights, permissions on site and farm level.
* Governance in relation Farm and Site level.
* Installation and Configuration of SharePoint 2010 and Creation SharePoint Portal Human Resource Management System in SharePoint 2010.
* Completed SharePoint Migration from SharePoint 2003 to SharePoint 2007 and from SharePoint 2007 to SharePoint 2010.
* Troubleshooting SharePoint Portal 2010.
* Hired and supervised consultants to install WSS and MOSS farms as well as develop custom SharePoint features:  Integrated Active Directory to be an indexed data source for a searchable company directory. Office 365 SharePoint Online.
* Supervised one full-time SharePoint site administrator. When migrating to the MOSS platform, directed a team of five I.T. personnel: 1 staff, 1 consultant, 3 temps.
* With MOSS enterprise server, redesigned inter-department communication practices by developing collaborative sites and libraries.
* Using Microsoft Performance Point Server 2007 for monitoring, analyzing, and plan their business as well as drive alignment, accountability, and actionable insight across the entire organization.
* Performing [backups](http://en.wikipedia.org/wiki/Backup).
* Applying [operating system](http://en.wikipedia.org/wiki/Operating_system) updates, patches, and configuration changes.
* Adding, removing, or updating [user account](http://en.wikipedia.org/wiki/User_account) information, resetting [passwords](http://en.wikipedia.org/wiki/Password), etc.
* Answering technical queries.
* Responsibility for [security](http://en.wikipedia.org/wiki/Computer_security).
* Responsibility for [documenting](http://en.wikipedia.org/wiki/Documentation) the configuration of the system.
* [Troubleshooting](http://en.wikipedia.org/wiki/Troubleshooting) any reported problems.
* System [performance tuning](http://en.wikipedia.org/wiki/Performance_tuning).
* Execute Major Incident Management, leading major incidents throughout lifecycle per the major incident process; provide regular updates and weekly reporting of major incidents.
* Strive for continuous improvement of overall major incident process and communication, including tracking and archiving all post-incident reports and incident and problem trend analysis.
* Administer the Major Incident Management (MIM) process and ensure adherence to process and escalation requirements within various support and delivery areas, assisting teams in establishing SLAs and KPIs.
* Coordinate triage activities, leading support, development and engineering teams to a rapid restoration of service during Major Incident events, escalating to leadership when appropriate and communicating to IT leadership.
* Perform regular review of active, historical incidents and root cause analysis to identify trends and opportunities for improvements across IT functions.
* Initiate communication of known issues or trends with the Service Desk, Infrastructure and other functions as needed; partner with Service Desk manager to review daily queue statistics to proactively identify potential chronic issues.
* Manage, create and maintain knowledge management articles, communicating new knowledge base articles
* Worked on Sharepoint 2010 incidents in Remedy and ServiceNow.

**Aug’10 to Nov’11: GalaxE Solutions as a Lead SharePoint Administrator/Change Manager on Microsoft Sharepoint Portal 2010, MOSS 3.0 and SQL Server 2008**

Role & Responsibilities: Lead Sharepoint Administrator

Technologies Used: Microsoft, Microsoft Tools

**Key Result Areas:**

* Worked on SharePoint 2010 for one and half year. It includes Governance i.e. User Polices and rights, permissions on site and farm level.
* Governance in relation Farm and Site level.
* Installation and Configuration of SharePoint 2010 and Creation SharePoint Portal Human Resource Management System in SharePoint 2010.
* Completed SharePoint Migration from SharePoint 2003 to SharePoint 2007 and from SharePoint 2007 to SharePoint 2010.
* Troubleshooting SharePoint Portal 2010.
* Hired and supervised consultants to install WSS and MOSS farms as well as develop custom SharePoint features:  Integrated Active Directory to be an indexed data source for a searchable company directory. Office 365 SharePoint Online.
* Supervised one full-time SharePoint site administrator. When migrating to the MOSS platform, directed a team of five I.T. personnel: 1 staff, 1 consultant, 3 temps.
* With MOSS enterprise server, redesigned inter-department communication practices by developing collaborative sites and libraries.
* Using Microsoft Performance Point Server 2007 for monitoring, analyzing, and plan their business as well as drive alignment, accountability, and actionable insight across the entire organization.
* Performing [backups](http://en.wikipedia.org/wiki/Backup).
* Applying [operating system](http://en.wikipedia.org/wiki/Operating_system) updates, patches, and configuration changes.
* Adding, removing, or updating [user account](http://en.wikipedia.org/wiki/User_account) information, resetting [passwords](http://en.wikipedia.org/wiki/Password), etc.
* Answering technical queries.
* Responsibility for [security](http://en.wikipedia.org/wiki/Computer_security).
* Responsibility for [documenting](http://en.wikipedia.org/wiki/Documentation) the configuration of the system.
* [Troubleshooting](http://en.wikipedia.org/wiki/Troubleshooting) any reported problems.
* System [performance tuning](http://en.wikipedia.org/wiki/Performance_tuning).
* Viewing of all the change request (RFC's) and approve the same.
* Review and provide the approval regarding  the  priority  of  the  change request (Minor, Medium or Major).
* Table the entire request (Previous & Current) for  CAB  (Change  Advisory Board) meeting.
* Issuing of agenda and circulating  to  all  CAB  members  in  advance  of meeting.
* Issues in reference to change schedules.
* Creation of risk calculator which helps the competency to calculate  what the priority of the change    can be after filling the risk calculator.
* Reviews all implemented changes  to  ensure  that  they  have  met  their objectives; refers back
* any that have been backed out of have failed.

**May’09 to Feb’10: Orange Business Services, Gurgaon as System Administrator/Incident Manager on Microsoft Sharepoint Portal 2007, MOSS 3.0 and SQL Server 2005**

Role & Responsibilities: System Administrator

Technologies Used: Microsoft, Microsoft Tools

**Key Result Areas:**

* Using Microsoft Performance Point Server 2007 for monitoring, analyzing, and plan their business as well as drive alignment, accountability, and actionable insight across the entire organization.
* Performing [backups](http://en.wikipedia.org/wiki/Backup).
* Applying [operating system](http://en.wikipedia.org/wiki/Operating_system) updates, patches, and configuration changes.
* Adding, removing, or updating [user account](http://en.wikipedia.org/wiki/User_account) information, resetting [passwords](http://en.wikipedia.org/wiki/Password), etc.
* Answering technical queries.
* Responsibility for [security](http://en.wikipedia.org/wiki/Computer_security).
* Responsibility for [documenting](http://en.wikipedia.org/wiki/Documentation) the configuration of the system.
* [Troubleshooting](http://en.wikipedia.org/wiki/Troubleshooting) any reported problems.
* System [performance tuning](http://en.wikipedia.org/wiki/Performance_tuning).
* Work with other teams to identify improvement opportunities and ensure end-to-end success of the Incident Mangement process.
* Manage the operational support and oversee remediation activities with designated extended managed service providers.
* Creates incident related performance analysis and reporting for review by IT management. Performs other work related duties as assigned.
* Working knowledge of relevant technologies (Sharepoint, Windows, LAN/WAN).
* Helping to create business aligned support of the Incident Management process.
* Develops process and procedures that ensure Incident Management and Service Desk related action items are tracked and completed.
* Worked in Sharepoint 2007 incidents.

**Jun’05 to May’09: KLG Systel Limited, Gurgaon as SharePoint Administrator/Problem Manager** **on Microsoft Sharepoint Portal 2007, MOSS 3.0 and SQL Server 2000**

Role & Responsibilities: Software Developer

Technologies Used: Microsoft, Microsoft Tools

**Key Result Areas:**

* Administration, Maintenance and support of SharePoint portal.
* User addition, deletion and Maintenance of existing users.
* Providing roles to the various category of users.
* Server administration , trouble shooting.
* Disaster recovery administration.
* Network Administration.
* Windows 2008 , Installation, Configuring.
* Creating active directory & Configuring Active Directory.
* Front – End and Back-End Administrator.
* Maintained multiple Web sites for klggyankendra.com.
* System Administration of all local Machines and servers and network.
* Process Improvements – Identify and construct new process frameworks, as well as reviewing, recommending and documenting improvements to established processes.
* Manage incident management bridge calls with support teams, on-call support application teams and management.
* Interface with LOB leads and managers – work to develop strategic relationships with key partners outside of major incidents.
* Ensure that the incident management process is followed and that incident and problem records accurately reflect actions taken to restore service; and that changes to Configuration Items are recorded.
* Work as part of the Incident Management team to ensure that the performance of the team achieves the defined performance targets and KPIs.
* Provide a professional second and third technical support for Enterprise Network Management customers.
* Provide third and fourth level of troubleshooting for legacy customers and customers owned networks.

**Jul’01 to Apr’05: Indian Institute of Technology, New Delhi as Database Administrator/Incident Manager**

Role & Responsibilities : Project Assistant

Technologies Used: Unix,Ingress

**Key Result Areas:**

* Updating the Ingress Database for Accounts Department.
* Monthly calculation of The Cash Register and Database Analysis.
* Monthly Tally of Cash register with Ingress Database.
* Responsible for the effective implementation of the process "Service Desk  and  Incident  Management"  and  carries  out  the  respective  reporting  procedure.
* Represent the first stage of escalation for Incidents, should  these  not  be resolvable within the agreed Service Levels.
* Undertaking research for the root-causes of Incidents  and  thus  ensures  the enduring elimination of interruptions.
* If possible make temporary solutions (Workarounds) available to  Incident Management. Developing final solutions for Known Errors.

**ACADEMIC DETAILS**

* B.A. from DAV College, Chandigarh, Punjab University in 1997

**Other Course:**

* Advance Diploma in Computer S/W from NIIT, Gurgaon in 2000

**IT Skills: Proficient with Windows 95, 98/XP, DOS 6.0, C, C++, Microsoft Share Point and other tools, WIN 9xNT and Oracle 8i**

**CERTIFICATIONS**

* MS (Managing Projects and Portfolios With Microsoft Project Server 2013 Specialist) in Nov’14
* E-Commerce IBM Certificate in Jul’01
* MCP, MCSA, MCSE in Aug’14
* Oracle 8i from Center for Information Technology in Nov’01

**EXTRA-CURRICULAR ACTIVITIES**

* Diligently conducted blood donation camp in B.M.I.E.T. as an NSS member
* Acted as:
* Editor (technical) of the college Magazine
* Member of the disciplinary committee of the college

**PERSONAL DETAILS**

Date of Birth: 14th December 1976

Languages Known: English and Hindi

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