

**Karan Walia**Z-153A, Lane No.10, Kashmiri Colony, Paprawat Road, Najafgarh, New Delhi – 110043
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A confident and reliable **IT Professional** with **over 8 years** of extensive practical experience in working with customers and companies all over the world. An excellent communicator who can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

My credentials will indicate that I am a **Microsoft Certified Professional** with excellent professional and technical skills achieved via rich cross-functional exposure across the industry. I am an innovative thinker, able to apply analysis and creativity to problem solving. I am a highly personable, self-motivated and diligent individual with flexibility to adapt to new situations.

My core competencies include **Windows and System Administration; Global Technical Support and Troubleshooting; Installation, Configuration, Maintenance and Managing IT Infrastructure**. Driven by high energy levels and professional competence, I am confident of making visible contribution to company’s growth and profitability objectives.

Currently spearheading with **IT BY DESIGN** as a **Technical Team Lead.** A tour through my enclosed resume shall take you through the details. And I am confident, in my credentials you would find a perfect fit for the said job. Thanks for sparing your time.

Yours sincerely,

**Karan Walia**

**Innovation Technology By Design (ITBD) Pvt. Ltd.**

**Technical Team Lead**

**(April 1st, 2019 – till date)**

## **MSP Partner/Client-Side Responsibilities: -**

* Working as a Technical Account Manager for managing more than 20 MSP Partner Technical Accounts.
* Working as a liaison with MSP Partners/Clients regarding post sales requirements, delivery, and work on inputs into on-going service reviews.
* Ensuring that all Managed Service Provisions are delivered on time and in accordance with ITBD’s Clients’ expectations and that support is provided accordingly with both internal and external stakeholders.
* Setting up clear objectives with MSP Partners/Clients, evaluating progress against objectives, and instilling performance-oriented culture with focus on accountability.
* Working with the MSP department’s Service and Process Improvement analysts to ensure all aspects of the department “business as usual” operations can be maintained to meet customers’ requirements.
* Working with the MSP Service Management functions to ensure key SLAs are met for provisioning and support and to ensure progress updates are provided as required where service issues are identified.
* Ensuring that activities on projects are regularly monitored to ensure milestones are met within desired timeline.

## **Team-Side Responsibilities: -**

* Working as a Technical Team Lead and handling a team of team of 25 System Administrators i.e., combination of L1 and L2 engineers.
* Supporting as L3 level escalation for technical support on Wintel technologies for all the engineers on production floor, as required.
* Delivering technical training to on-floor engineers on various technologies as per their Client’s requirements, and to new joiners as a part Career Development Plan training or Boot-Camp training.
* Assisting the team wherever required by actively working on customer issues, handling calls, managing tickets and escalations, etc.
* Co-ordinating and managing the day to day activities of the team by monitoring and managing their service boards and tickets assigned to team members.
* Motivating, mentoring and developing a team of System Administrators and Engineers (combination of L1, L2 and L3) to deliver a first-class service.
* Conducting monthly one to one’s with individual team members as well as monthly and quarterly reviews.
* Contributing to the on-going development of the Managed Support function by sharing knowledge, experience and expertise with other tech/team leaders.
* Encouraging team input into procedures and practices – assisting them in developing their ideas.
* Ensuring that Test labs are maintained and supported to agreed standards which will assist team members in continuous learning and development of their technical competencies.

 **ACHIEVEMENTS: -**

* Awarded with **Passion for Excellence** award in year’s 2nd and my 1st quarter of joining the organization.
* Awarded with **Best Technical Lead** award within 3 months of joining the organization.
* Won **1st prize** in **IT Quiz** across IT BY DESIGN on **Sys-Admin Day**.
* Won **Inter-Site Cricket Tournament** (Captain of Winning Team) at IT BY DESIGN.
* Awarded with **North Star – Best Tech Lead** award, for 3 consecutive quarters and **Circle of Stars – Best Team** **of 2019** award.

**Upgraded Technical Skills: -**

* Firewall – Dell SonicWall & Sophos (Intermediate Level)
* Virtualization – VMWare (Associate Level)
* Backups – Datto, Veeam and ShadowProtect (Intermediate Level)
* Cloud – MZ Azure & MS O365 (Beginner Level)

 **Professional (Soft) Skills: -**

* Project Management
* People’s Management
* Technical Account Management
* Collaboration Leadership
* Team Leadership
* Strategic Planning

**MGO India Pvt. Ltd**

**IT Generalist – Tech Lead**

**(03rd Oct 2017 – 15th March 2019)**

* Worked as a Tech Team Lead for Help Desk Support and contributes in System Administration tasks such as analysing Server monitoring reports and maintenance of Servers.
* Helped in setting up Servers for the organization for roles such as **WDS, NPS, WSUS, MDM** etc.
* Troubleshooting Server related issues based on reports generated by monitoring tools such as **Alien Vault, Dark Trace and Nessus Vulnerability Scanner**.
* Supporting Users (employees) for any issues on hardware, software and various applications that they work on.
* Troubleshooting on issues related to applications such as Quick-books, CaseWare, Adobe, CCH Pro Systems, Outlook, Citrix Receiver, Citrix App Center, MS-Office etc. and many more used in enterprise environment within the organization.
* Educating users regarding the resolutions and how they were achieved and keeping them updated via phone or email.
* Discussion with other Team members on various issues which are more complex to keep them up to date.
* Provide support to the new hires in team and training them through the work environment and applications to handle diverse situations.
* Also handle escalations from front line support and help them to grow up and match the learning curve.
* Delivering multiple triages and training sessions to other Team members from Enterprise perspective to give them a better understanding about various technologies and to help them on improving troubleshooting skills.
* Also created VKB's on various issues which makes a better database for the organization to easily find out the solution for well know issues easily.
* Designed and setup the IT infrastructure of new site for MGO India at Gurgaon location.
* Managing and handling vendor management and IT Asset Inventory management for the whole site.
* Managing relationships with IT Vendors and communication with ISP’s to keep the environment up to date and running with best-in-class equipment and 24/7 support and services.

**ACHIEVEMENTS:**

* Awarded with **Super Star of the Quarter** award, 3 times, based on performance during entire tenure.
* Promoted as **Helpdesk** **Tech/Team Lead** within 3 months of joining the organization.
* Received **The Iron Pillar** Award by CEO - MGO & **Company’s Excellence** Award by MD - MGO IND for leading the setup of IT Infrastructure of New Office/Site.

## **CONVERGYS India Pvt. Ltd.MICROSOFT Enterprise Platform Support (EPS)**

**Sr. Subject Matter Expert**

**(27th July 2012 – 27th Sept 2017)**

## **Roles & Responsibilities: -**

* Troubleshooting on all the Enterprise Support cases whether Severity A, B, or C.
* Educating customers regarding the resolutions and how they were achieved and keeping them updated every day with technical aspects via phone or email if extensive troubleshooting is going on the case.
* Discussion with Escalation Engineers and Technical Leads on various issues which are more complex.
* Provide floor support and to the new engineers in team and helped them on the first day resolution of new cases.
* Also handle escalations on SME areas and pre-mature escalations on other technologies.
* Attended multiple triages and training sessions from Escalation Engineers and Technical Leads from Enterprise Platform Support to improve own troubleshooting skills on various technologies.
* Also delivered multiple triages on various Networking Technologies to share theoretical and troubleshooting knowledge and experience after working on cases.

# **AREAS OF EXPERTISE: -**

* Configuration, implementation, administration and troubleshooting knowledge of various Microsoft Enterprise products i.e., Server Operating System such as 2003, 2008, 2008 R2, 2012 and 2012 R2 along with client-side OS such as Windows XP, Windows 7, Windows 8 and Windows 8.1.
* Configuration, Implementation, administration and troubleshooting knowledge of DNS, DHCP, WINS, SMB, RRAS, VPN, RDG, HYPER-V, Browsing, Wireless, NPS, Direct Access etc.
* Configuration, implementation, administration and troubleshooting knowledge of **Wireless Networks**, hands on experience on wireless protocols as well as different Wi-Fi standards in use (IEEE 802.11a/b/g), WEP, WPA, WPA2, EAP TLS, PEAP. Wireless certificate infrastructure, wireless profiles through group policies, to apply the Wireless Policy etc.
* Configuration, Implementation, administration and troubleshooting knowledge of **Microsoft NIC teaming** (Windows Server 2012).
* Configuration, Implementation, administration and troubleshooting knowledge of **Network Load Balancing** on Windows Servers.
* **Virtualization:** - Configuration, Implementation, administration and troubleshooting knowledge of **Hyper-V virtual networks, Hyper-V** **host** and **Hyper-V virtual machines**. Such as: - • Understanding of backing up and restoring virtual machines.
* Understanding of configuring the settings that are specific to the virtual machine (virtual hardware, dynamic memory, start priority, etc.).
* Understanding of creating, managing, or removing Hyper-V virtual machine snapshots or virtual machine differencing disks.
* Understanding of configuration of virtual network settings in Hyper-V (VM Switches, virtual NIC).
* Understanding of Replication and migration of VM’s.
* Have Troubleshooting experience on IPV6 environments and Configuration, Implementation, administration and troubleshooting knowledge of **Direct Access** servers for seamless domain network connectivity of external clients.
* Knowledge of implementing, administering and managing Windows Server **Active Directory** technologies and services, such as Users and Groups, Group Policies, FSMO roles, AD Replication (Inter-site or Intra-site) etc.
* Also have extensive troubleshooting experience using **Microsoft Network Monitor** to gather and analyse network traces and figure out network connectivity loss with help of packet sniffing used while troubleshooting various technologies such as DNS, DHCP, SMB, Radius Access, VPN, AD Replication issues etc.
* Knowledge of other data capturing tools like **Port query**, **Process Monitor**, **Performance Monitor**, **Process Explore** etc.
* Understanding of OSI Model, TCP/IP protocol suite (IP, ARP, ICMP, TCP, UDP etc.).
* Knowledge of IP addressing and subnetting, Routing concepts.
* Knowledge of Windows Server 2003/2008/2008R2/2012/2012R2 Cluster technology.
* Understanding of Live Migration or Quick Migration.
* Understanding of creating and managing a cluster.
* Understanding of Cluster Service, resource and group issues.
* Understanding of different type of Backups: - Incremental, Differential, Full, System State.
* Understanding of configuration of RAID.
* Knowledge of installing or setting up the Windows operating system on a single computer or in a large-scale deployment.
* Understanding of Windows Deployment Services (WDS), MDT and Sysprep.
* Understanding of installing Windows or upgrading Windows on multiple machines.
* Understanding of installing a Windows update > hotfix /Service Pack on multiple machines.
* Knowledge of implementing, administering and managing WSUS.
* Knowledge of implementing, administering and managing System Center Configuration Manager.
* Understanding of Deployment of Windows OS Images via SCCM.
* Understanding of Deployment of Windows Updates via SCCM.
* Understanding of Deployment of Application packages via SCCM.
* Basic understanding of HP - ILO, DELL - DRAC and IBM – CMM, IMM and IMM2 technologies.
* Finite knowledge of working on HP ProLiant and DELL PowerEdge servers.

**ACHIEVEMENTS: -**

* Achieved **10 promotions** within a span of **5 years** **(July 2012 – July 2017)** based on the performance and technical expertise.
* **Selected for Microsoft Enterprise Platform Business based on technical expertise and depending upon the overall performance twice for different LOBs.**
* Has been awarded '**Best Engineer**' in Microsoft Desktop and Enterprise Platform **21 times** in the total tenure amongst all the departments and LOBs based on the customer's and client's recommendations and depending upon the overall performance driven by CSAT or end customer survey results.
* Was awarded as the '**Knight of the Quarter**' thrice in the total tenure amongst all the departments and LOBs based on the customer's and client's recommendations and depending upon the overall performance driven by CSAT or end customer survey results.
* Was awarded as the '**Rising Super Star Engineer**' amongst all departments.
* Have received appreciations from **Microsoft IGTSC** team on the premier problem support cases.

**JOHN KEELS BPO PVT. LTD.**

**(14th April 2011 – 6th Jan 2012)**

## **Primary Job Responsibilities: -**

1. Handling Back-end Team for Technical assistance on Desktop and CRM designed for the support associates for process development.
2. Handling, Preparing and Sharing of CRM data with reporting managers.
3. Handling and Solving technical queries and issues received from the clients related to desktops and CRM.
4. Co-ordination with clients to check if the data collected is accurate.
5. Evaluating the process performance and examining them with client requirements.
6. Collating and analysing performance charts and data against defined parameters.
7. Publishing the daily, weekly and monthly QC and data report for the process.

## **Additional Job Responsibilities: -**

1. Maintaining and setting up Technical Quality control documentation and Technical Quality control procedures.
2. Keep checking all user and computer records to ensure 100% accuracy.
3. Listening to calls for technical quality parameters to ensure that data collected from clients is accurate.
4. Setting technical quality assurance compliance objectives to achieve the targets.
5. Monitoring performance by collecting relevant information and preparing statistical reports.
6. Determining relevant technical quality associated training requirements and delivering training.
7. Working with bottom 20% performers (support associates) and help them come up the learning curve.

# **ACADEMIC QUALIFICATION**

* **BCA** from **Swami Vivekanand Subharti University** (Distance Education - Batch :- 2019-2022).
* Completed Senior Secondary School in 2012 as a **CBSE Private Candidate** (Distance Education).
* Completed Secondary School from **Nav Uday Convent Senior Secondary School** in 2008 affiliated from CBSE.

# **CERTIFICATIONS**

* **Microsoft Certified Solution Associate (MCSA)** for Windows Server 2012 in May 2015.
* **Microsoft Certified Solutions Expert** **(MCSE)** for Server Infrastructure in May 2015.
* Completed certification for **Microsoft Certified Professionals (MCP)** in May 2015.

# **PERSONAL DETAILS**

Date of Birth : 8th March 1992

Fathers Name : Late Sh. Pawan Walia

Nationality : Indian

Language Known : Hindi, Punjabi & English

Marital Status : Single/Unmarried

Personal Strength : Optimistic, Possess Positive Approach and Hard Working.

Hobbies : Listening to Music, Singing, Dancing, Travelling, Playing Video Games,

 Cricket, Table Tennis.

## **Summary**

Interacting with different people and environments has strengthened in me the qualities of understanding new people and to work in any kind of situations. My strengths are patience, confidence, tenacity, integrity and ability to absorb technology and above all are that I believe in teamwork.

**Date:**

**Place**:

I hereby declare and affirm that all this statement made in above application are correct to best of my knowledge and belief.

**Karan Walia**