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|  | **Ashish Kumar**  Dharam Colony Palam Vihar Gurugram - 122001 Haryana | |  |  | | --- | --- | | ashupakasma@gmail.com    +91.9466063289 |  |  |  | | --- | |  | |

**About Me**

**IT Operations Management**

Experienced CMDB Analyst with dynamic and motivated professional with a proven record of managing projects from concept to completion, skills included Hardware Asset Management, CMDB Management and Administration. Able to apply customer service concepts to IT to improve user experience for clients, employees and administration.

Certified from on Configure the CMDB & CMDB Health and ITIL® Foundation Certificate in IT Service Management

**Education**

**Diploma, Computer Engineering**

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| Government Polytechnic Sonipat State Board of Technical Education Sonipat, Haryana | Completed, June 2010  59% Division II |

**Intermediate, Art**

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| Nation Institute of Open School Nation Institute of Open School Delhi, Delhi | Completed, May 2010  56% Division II |

**Bachelor of Computer Applications, Computer Science**

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| Guru Nanak Khalsa College IGNOU Karnal, Haryana | Pursuing |

**Work Experience**

August 2019 - Current

**Senior Technical Analyst at Max Life Insurance Ltd**

Hexaware Technology Limited

Gurugram, Haryana

* Working at Client location- Max Life Insurance-Head Office, based in Gurugram. Managing IT asset infrastructure, including hardware/software procurement, contract negotiations. Defined and maintained IT policies/procedures about purchasing, contract negotiations, and asset management.
* Working on the roll of Senior Technical Analyst with a team of 6 members for CMDB areas to improve the End to End Asset Management Life Cycle Experience in SAM as well as in HAM.
* Establish and communicate guidelines to manage the consistency and accuracy of relationship within the CMDB 100%.
* Responsible for defining, implementing, configuring, and maintaining the technical design of the CMDB and ensures that the CMDB is properly aligned with broader platform.

August 2018 - August 2019

**Senior Executive-Asset Management at Max Life Insurance Ltd**

Anunta Technology Management Services Ltd

Gurugram, Haryana

* Worked at Client location- Max Life Insurance-Head Office, based in Gurugram. Worked to do IMAC activity, IT clearance and other asset related tickets. Worked on incidents and Service request tickets and resolved within SLA.
* FAR Reconciliation activity with Finance team in every quarter and remediate gaps, if any.
* Scrap pickup activity with help of vendor DWMPL all were part of my work.
* Prepared weekly and monthly PPT on asset consumption and prepare projection for next requirement.
* Manage and control IT asset inventory of around 16K+
* Works on team to create and support software, hardware, and documentation configuration baselines (development, test, production, etc.)
* Collaborating with process owners, product owners, Technical architect in engineering and operations team for recommending out of box offerings.

February 2017 - August 2018

**Asset Engineer at EXL Services**

Vayam Info Solutions Pvt Ltd

Gurugram, Haryana

* To oversee the life-cycle management of all information technology assets including acquisition, inventory tracking and disposal of hardware and software.
* Facilitate tracking and documentation of asset installs, moves, add, changes (IMAC) to keep up consistency and accuracy of asset information.
* Worked on BMC REMEDY ticketing tool to provide resolution within SLA.
* Interact directly with clients and other internal and external sources to obtain relevant data and documents in required forms and consistent with project goals and deadlines.
* Utilize Data analysis tools and techniques like MS Access, MS Excel.
* Assess data accuracy and reasonableness and follow-up directly with clients, internal support staff, or partner appropriately to meet necessary understanding and to resolve the anomalies.
* Partnered with technical teams to assemble standards and rules to govern how IT Asset Management services work within the BMC Remedy Tool and Asset Manager system.

December 2015 - February 2017

**Asset Analyst at Hero MotoCorp**

Microland Limited

Neemrana, Haryana

* Worked with End User Technology Team, Maintaining the Master list of IT Asset standards as new technology into the organization’s environment.
* Keep track of local PC inventory to trigger procurement when levels near the least thresholds.
* CMDB Management in Service now for whole organisation, including discovery, LDAP integration, Operation Management.
* Alert/early warn manager on TAT misses, urgencies, quality issues, potential issues in a timely and effective way Incident or Customer relation Management.
* Ensure asset management standards and procedures are being followed.
* Provides report, including management reports.

October 2014 - November 2015

**Desktop Support L-2 at Wipro Technology**

Vayam Info Solutions Pvt Ltd

Gurugram, Haryana

* Ensure assets are uniquely identified with naming conventions; ensure compliance with identification standards for object types, environments, processes, life-cycles, documentation, versions, formats, baselines, releases, and templates.
* To provide desktop support at senior level on service request tickets.
* To sanitize the assets as per organization standards.
* Technical support activities on Hardware/desktop, Laptop, Printer, Scanner.
* Generate monthly asset reports about this Service, as well as ad-hoc reports as requested internally or by customer.
* Other Hardware Asset Management duties as assigned.
* Participate in Asset Management audits and remediation efforts.

April 2014 - October 2014

**IT Engineer**

Delta IT Network Private Limited

Gurugram, Haryana

* To Setup desktop, laptop, printer, scanner and peripherals and test network connections.
* Troubleshooting of windows and hardware issue.
* Field support to all customers as and when required.

**Training and Certifications**

* Certificate in Deploying Business Desktop, Managing Solaris, Professionalism & Communication., NIIT, 2010
* ITIL® Foundation Certificate in IT Service Management, AXELOS, 2019
* Configure the CMDB, ServiceNOW, 2020
* CMDB Health, ServiceNOW, 2020
* Advance Reporting, ServiceNOW, 2020

**Awards & Honors**

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| Certification of Rising Star provided by Chief Operating Officer in May-2019. | Awarded by Chief Operating Officer for Unwavering support during successful transition of MLI support transition Project in August -2018. | Certification of commemoration for exemplary contribution in Q3 at EXL by Infosolution. |  |

**Skills**

* Support team, work collaboratively to contribute to supporting the organization’s business goals
* Participate in meetings to get the work group perspective and share information
* Strong analytical and detail-oriented aptitude.
* Superior quantitative, analytical, and problem-solving abilities.
* Excellent written, oral, and interpersonal communication skills.
* Good understanding of the organization’s goals and objectives.

**Computer Proficiency**

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| **Operating Systems**   * Microsoft Windows **●●●●** * Linux **●●●●** * MAC OS **●●●●** | **Software**   * ServiceNOW **●●●●** * BMC Remedy **●●●●** * IT Asset Management **●●●●** * IAMS **●●●●** * MS Office **●●●●** |

**Languages**

* Hindi **●●●●**
* English **●●●●**
* Punjabi **●●●●**

**Career Highlights**

* Streamlined a manual IT asset procurement and invoicing system for Company Max Life Insurance Private Limited that reduced turnover time by more than 30% for item procurement.
* Develop and implement an IT Change Management Framework, to include identifying and executing improvements to current change management policies and processes.
* Create an automatic system to process RGP/NRGP for inward and outward any item in premises.

**Professional Affiliations**

Certified - Configure the CMDB

Certified - CMDB Health

Certified - ITIL® Foundation Certificate in IT Service Management

**Personal Interests**

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| * Volunteer Work/Community Involvement * Traveling | * Sports, Outdoors and Fishing * Educational Development | * Traveling * Child Care |

**Extra Curricular Activities**

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| * Managing People and Events. | * Peer Tutoring, Advising. | * Community Service * Training in Unrelated Area |

**Projects**

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| **Project 1** Period: Team Size: Project Type: Client: | EXL Transition Phase 1 May 2017 - August 2017 3 Transition EXL Services Private Limited |

**Project Summary**

* Completed transition phase of EXL where movement of asset from one centre C-14 to C-14. This all completed within stipulated timeline with updating of FAR.
* Received appreciation mail from higher management after completing this activity.

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| **Project 2** Period: Team Size: Project Type: Client: | Hero MotoCorp January 2015 - May 2015 3 Temporary Hero Moto Corp Ltd. |

**Project Summary**

* Taking responsibilities from 3i info tech of all IT services including Asset Management, EUS and movement.
* Moved all critical development asset from plant to as R&D centre shifted there.

**Personal Details**

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| Father’s Name:  Birthday:  Gender: | Mr. Omparkash  July 26, 1989  Male | Marital Status:  Nationality:  Passport No. | Married  India  Z3637098, Expires 02/15/27 |

**Address Details**

Dharam Colony

Palam Vihar

Gurugram - 122001

Haryana

**Declaration**

I, Ashish Kumar, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

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| Ashish Kumar | Gurugram, Haryana |  |