MANUJ KUMAR SRIVASTAVA
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Objectives:

To pursue a highly challenging career in the IT & Telecom Industry, this gives responsibility and good career, where I can utilize my skills using my educational background, hard work, determination & positive attitude. Every time I want to learn new things and technologies.

Professional Summary:

An astute professional with over 15+ years' experience in **Web filtering/content filtering (Websense & Bluecoat), Endpoint Management, Antivirus, SIEM, Endpoint Security, Networking, Systems Administration, IT Infrastructure Management, Incident Management, Asset Management, Data Centre Design Management & Technical Support, Problem Management, Vendor co-ordination (AMC, Warranties, Procurements)** with reputed organizations. Advanced IT Knowledge, Critical Thinking, Financial Services, Interpersonal Skills, Motivator, Technological Analysis, Computational Skills, Excellent Written and Oral Communication Skills, Presentations, Team Building, Industry Knowledge, IT Terminology, Computer Network Development and Maintenance, Client Management.

Currently working as **Lead Security Analyst (Team Lead)** with **Shree Infosoft** on **Web filtering/content filtering (Websense & Bluecoat),** Extensive experience in project management, installation, Data center migration administration and maintenance of LAN/WAN, analysis of internet security needs, systems administration, Disaster Recovery Management, Video conference and customer support for computer and software up gradation and Facilities Management. Possess strong leadership, communication, analytical and relationship management skills. Comfort in interacting with people across hierarchical levels / client for smooth project execution.

Key Competencies:

- Desktop Support Operations, including the development and execution of the organization's ticketing system.
- Proactively manage all support requests by ensuring each request is tracked to completion and by developing and enforcing SLAs.
- Oversee the support organization's ticketing system, assigning, tracking, and following up on support requests.
- Monitor all requests to ensure all established SLAs are met or exceeded escalating issues as appropriate.
- Strategic planning and system design experience, interacting with all levels of the organization (from senior management to user teams)
- Experience in the following: Office 365, Lotus, Servers running Windows Server operating systems, Microsoft **Windows 7, 8.1, and 10, Help desk / work order systems, Communication systems and computer hardware experience, Forcepoint, Bluecoat, Video Conferencing, Data Center, SOC, SIEM.**
- Knowledge of current technologies, Lync EV (Skype for Business), Team, O365.

- 15+ year experience in a corporate technical environment.
- 12+ years of experience in an IT Management role with project management duties.
- Ability to meet deadlines and follow through on assigned projects - Ability to work in a changing environment while maintaining a high level of quality and productivity.
- Able to work varied work hours, "On-Call", including evenings, weekends and holidays.
- Attends and actively participates in Global IT infrastructure meetings to discuss and get updates on IT worldwide strategies and implement.
- Analyses and designs business processes; identifies alternative solutions to exploit new technologies.
- Aware about ITIL Process & Prince2.
- Aware about Disaster Recovery & Business Continuity Plan.
- Ability to recruit, lead, motivate, coach, develop, and retain high quality support staff.
- Analytical thinking
- Effective communication with IT team Stakeholders, end users and IT team.
- Develops graphical representations of business processes to facilitate understanding and decision.
- Assesses the feasibility of business process changes and recommends new approaches.
- Manages the execution of business process improvements.
- Selects, tailors and implements business process improvement methods and tools at programmed, project and team level in line with agreed standards.
- Contributes to the definition of organizational policies, standards, and guidelines for business process improvement.

Program and project support:

- Takes responsibility for the provision of program and project support.
- Advises on the available standards, procedures, methods, tools and techniques.
- Evaluates project and/or program performance and recommends changes where necessary.
- Contributes to reviews and audits of project and program management to ensure conformance to standards.

Supplier management:

- Collects supplier performance data and investigates problems.
- Monitors and reports on supplier performance, customer satisfaction, and market intelligence. Validates that suppliers' performance is in accordance with contract terms.
- Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance.
- Implements supplier management-related service improvement initiatives and programmers.

Relationship management:

- Identifies the communications and relationship needs of stakeholder groups.
- Translates communications/stakeholder engagement strategies into specific activities and deliverables.
- Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans.
- Provides informed feedback to assess and promote understanding.
- Facilitates business decision-making processes.
- Captures and disseminates technical and business information.

People Management / Resource Management:

- Supports resource planning and may have full responsibility in recruiting process.
- Implements resource plans, including conducting recruitment interviews.
- Facilitates selection, assessment and on-boarding processes, and internal resource allocation.
- Contributes to transitioning of resources, complying with relevant statutory or external regulations and codes of good practice.
- Ensures appropriate leadership skills are present at every level through creating a motivational and supportive work environment in which employees are coached, trained and provided with career opportunities through development.
- Allocates the different work to the respective employees considering experience, complexity, workload and organizational efficiency.
- Provides team members/direct reports with clear direction and targets that are aligned with business needs and GIT objectives.

Work Experience: 15+ years

Company Name: Shree Infosoft, Gurgaon (HR)   **Duration: May 24th, 2017 to Till Now**
Designation: Lead Security Analyst. (Team Lead)

Job Roles:

- Managing Cloud/Hardware **Web filtering/content filtering** Hybrid solution **Websense (Forcepoint) & Bluecoat** globally.
- Working on SEPM (Symantec Endpoint Protection Manager).
- Perform real-time Incident Monitoring on Symantec MSS **SOC**, Splunk SIEM and remediate incident events.
- Responsible to maintain endpoint system security through Symantec End point.
- Management console and ensure all systems have latest virus definition on and remediate virus out break incident alert through SEPM.

Company Name: CPA Global, Noida (UP)   **Duration: Mar 9th 2009 to 22nd May 2017**
Designation: SR. Executive – Information System

Job Roles:
- Configuring & managing Cisco switch 6500,4506-E/3560/ layer2 switches2960/2950, firewall ASA5520, ASA5510 & Managing CISCO call manager ver. (6, 7, 8) & Mitel VOIP System.
- Working on Web filtering/content filtering tool Websense.
- Involve in the major changes, like standard IOS deployment as per Cisco recommendations across CPAGLOBAL which also involved core networking devices and firewall. ACL Fine-tuning, Streamline Cisco AMC related gaps.
- Handing two datacenter Noida & Gurgaon.
- Responsibilities include leadership of IT infrastructure, daily to daily operations of datacenter & actively monitoring all IT infrastructure with zero percent down time.
- Monitoring Application administrations controlling network Traffic & ISDN line, MRTG graph.
- Handful experience of Kiwi cat-tools.
- Handful experience on Solar winds.
- Reporting based on network nodes Daily/weekly/monthly performance i.e. up time /down time / performance/logs/alerts summary.
- Provide L1 support on Windows 2003 Server.
- Expert in Video Conference.
- Preparing Vulnerability analysis reports.
- Working on ticketing tool Sales force.

Company Name: Prologic First Pvt. Ltd.   (HR)   Duration: May 1st 2008 to 6th March2009
Désignation : Client Support Exécutive

Job Roles:

- Implementation of project plan, project schedule.
- Provide technical support (**SQL**) and solutions to client (**SQL**).
- Provide service& support (**SQL**) under warranty/AMC to client.
- Interact with client to ensure effective delivery of services.

Company Name: Bharti Airtel, Lucknow (UP)   Duration: Sept 2005 to 8 Feb. 2008
Designation: Sr. Technical Officer
Job Roles:

- DSL Installation & maintenance (IN&FR).
- Creation and configuration of **LAN.**
- Expansion of networks and configuring different **VLANs** and maintain Connectivity with other networks. Configuration of **Static IPs.**
- Troubleshooting of various s/w and H/w components.
- Installation Router of various series depending up on the requirements of the user and network.
- Configuration of Routers
- Installation of Wi-Fi networks.

Company Name: Savi Technologies, Lucknow (UP)   Duration: Jan 2004 to March 2005
Designation: Support Engineer

Job Roles:

- Manage Computer's: (Software & Hardware)
- Network: (Switch & Router)

Achievements:

- Awarded for the best employee of the quarter in **CPA Global**.
- First prize in Quiz two times organized by **All India Radio, Lucknow.**
- Obtained 66% marks in **All India G.K. Competition.**

Professional Credentials:

- **MBA**: **Marketing** from **SMU** – 2014 (Year of Competition)

Academic Credentials & IT Certifications:

- **C.C.N.A.**: Exam: (640-801)
- **C.I.C.**: Completed Certificate in Computing from I.G.N.O.U.
- **D.C.A**: From NetWare Computer.
- **B. Com:** From Lucknow University (UP).

Personal Details:

Father's Name :   Late Mr. Ramesh Lal
Date of Birth   :   5th June 1981.
Marital Status :   Married.
Hobbies   :   Playing & Watching Cricket, hockey & football, listening to Music,
                        Singing & making good friends.
Language   :   Hindi & English.

Declaration:

I hereby declare that all information declared here is true by all respect.

Date: (Manuj Kumar Srivastava)
Place: