# CURRICULUM VITAE

## Manoj Kumar Tiwari

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## Total Works Experience & Skills :-

**15-Years' Experience in IT Infrastructure & Contact Center Management.**

## ITIL V3 Foundation Certified

✓ IT Infrastructure Management, Internet, Networks utilization performance & Networking, Operations Management, **IT operations** service & **delivery**, **MIS** (organize, control and evaluate the electronic data)**, IT Budgeting**, **Infrastructure Strategy Management** (Software, Technical Support, Project Planning & Management). **Vendor Management** (IT Procurement/Purchase), **IT assets (** Software & Hardware), **Backup Planning & Management** (System/Network), **IT Policy** & **Strategic** plan, Data Centre Operations, **ISO Audit** (9001-2008) & **AMC/Contract Renewal.**

✓ **AWS** Configuration & Management. **SAP ERP( Basis)** end user installation & support, installation of LAN, WAN, Router ,VLAN, Email(outlook), , Leased Lines, MPLS, E1/TI, **Network Printer,** End user IT Support **(Desktop/Laptop/Printer), Antivirus(Norton/ trend micro/ kasper sky)** Manage **Firewall(cyberoam & Sophos) /Switch**, E-Commerce, Video conferencing,

✓ MS Window's, (win7/Windows10). & Server(2003,2008,2012), MS-Office(2007/2010/2013/2016) MS-Outlook, office365, Linux6.5, Centos, **Mac-OS(Sierra) & upgrade the patch as required** & Apple desktop and operating system for Macintosh computers. **VMware EXSI**, installation & troubleshooting of all type Computer Hardware Equipment's, Software Packages, and Operating Systems**, Antivirus update/upgrade**, Hardware and network support, Install & configure all kind of Software, Hardware/ software issues analysis & provide the solution, **CCTV** surveillance & support .

✓ I have Good Experience In **Contact Center Technologies (BPO, KPO).Aspect Dialer (6.2/6.6), Cube Dialer, C-Zentrix** Dialer (16/17/18/19), VOIP, SIP & Customer Care Technology (Predictive/Auto Dialer), Troubleshooting of **Dialers**, **VOIP** and **PRI** Related Issue.

✓ I have good Knowledge In **Digital marketing** & **Lead generation** process on social media platform .

## Work Experience :-

**Organization :-**  Worlds Window Group
**Designation   :-**   Manager IT
**Site Location  :-**   ICD(Inland Container Dept.) Loni- Ghaziabad (U.P).I am handling multi Location (Bawal-HR, Wardha-MH, Jammu-J&K) IT Team.

## Company Profile :-

The Worlds Window Group is a multi-division organization, established in 1993.The group was founded as a trading venture for ferrous and non-ferrous metal scrap. Over the years, the group has steadily grown and expanded into several business undertakings.
The **'Worlds Window Impex India Private Limited' is** the group's flagship venture dealing in ferrous and nonferrous

metal and scrap trading. Presently, it is one of the largest importers in Northern India. The venture has achieved immense recognition, and has been awarded the 2$^{nd}$ largest importer title for two consecutive years. It has reached a grand turnover of over INR 10 billion.

## Duties & Responsibilities

## Manage the IT infrastructure & Custom Support:-

➢ Communicate the Saksham Seva (cbec.gov.in)/Ices-Gate for any ID or process related issue.
➢ Provide recommendations about accessing information and support & Manage the MPLS line (BSNL & Tata) For EDI services. Manage and troubleshoot the LAN printer related issue for EDI.
➢ Creation of shared folders on file servers and managing with security permissions.
➢ Creating User ID and allocating site's access as per requirement.& Installation, Maintenance.
➢ Of various types of Printers. Outlook configuration /Installation & Monitor system logs an activity on systems.
➢ Manage Antivirus updates/upgrades and patch controls. Testing of computers and ensuring that computer systems are functioning properly.
➢ Provide individual training and support on request & Meet with Other Department managers to discuss system requirements, specifications, costs and timelines.
➢ Engage with business heads to assist the various departments with achieving their goals through innovative application of technology.
➢ Planning for achievement of strategic objectives; manage the execution and evaluation of results Architect the IT infrastructure and lead the implementation of changes.

## Helpdesk Operations/Backup Management & Renewal Maintenance Contracts:-

➢ To resolve laptop, desktop, printers, scanner hardware and software solutions & provide backup of laptop, desktop & outlook Antivirus definition up-gradation Optimization desktop/laptop space, speed, and utilization.
➢ Managing CCLS Application & database Servers, Infrastructure and support machines & Checking Redundancy among the servers.
➢ Daily backup of Application / Database, E-filing, RFID & Kanta Server.& Application and Server Monitoring & Coordination's with telecom vendor regarding the MPLS/ PRI related issue.
➢ Coordination's with business application support team. Communicating to server support team for any hardware or maintenance issue & Co-ordination with all related department for smooth IT operations. Execute network monitoring and maintenance tasks in a mixed vendor environment.
➢ Maintenance work carried out on week end with operation team to minimize the downtime.
➢ Server Room Temperature Monitoring, IT Asset management, Planning maintenance tasks for server and other network devices & .Network Performance Monitoring.
➢ Bandwidth, Traffic analysis, Storage Monitoring. Wi-Fi Access points configuration & maintenance, Draw up the IT budget in consultation with all business divisions and manage implementation identification of all IT policies required for the business and development thereof & Ensure compliance with all forms of IT licensing agreements & Identification of all IT policies required for the business and development thereof. And Ensure compliance with all forms of IT licensing agreements.

## IT Procurement / Vendor Management :-

➢ Provide the IT solution As required for user. Setting up for the monthly/quarterly procurement Plan & Procurement of IT goods (Software/ hardware) from Domestic market. & Purchasing the IT goods with improved technology to increase production.
➢ Planning and budgeting of purchase functions, involving cost estimation, contract negotiations.
➢ Inviting The quotations As per requirement & Liaison with the IT team/other department to maintain optimum inventory.
➢ Implementing systems to avoid situations like over-stocking or out-of-stock which cause Opp. and financial losses. Liaison with finance department for timely payment of bills.

- ➤ Developing reports on procurement and usage of material for top management.
- ➤ Effective management of vendor database. ABC classification of vendors on the basis of
- ➤ criteria like cost, quality, timely delivery etc. Development of new vendors. Conducting trainings for vendors to educate them about company's requirements and help them in improving their performance.
- ➤ Evaluating vendors & negotiating the price, delivery schedule and terms and conditions with them. Timely clearance of payments & handling vendor inquiries.
- ➤ Maintaining the stock of material without any variance by conducting stock verification and documentation. Implementing Standard Operating Procedures with in the warehouse.
- ➤ Regularizing material receipts and ensuring the fluidity of stocks from warehouse to stores.

# Other Skills

## AWS Solutions Architect & Support

- ➤ Manage the AWS infrastructure and strategic vendor relationships including development firms
- ➤ Designed and edited blueprints for IT infrastructure and networking architecture according to management's demands
- ➤ Work with internal teams to create the migration process of legacy systems to the AWS cloud
- ➤ Work with business unit managers to understand project scope, suggest possible alternatives and document each step of the design
- ➤ Work with Security division to design and manage IAM roles for users, vendors and other third party vendors
- ➤ Monitored existing infrastructure and architectural frameworks for performance, and made changes and updates when necessary
- ➤ Communicated target architectural plans and company roadmaps across all departments.
- ➤ Kept up to date with latest industry knowledge and news to maintain and improve enterprise and business platforms.

## Contact Center Management & Support :-

- ➤ Managing the Call-Center Application. Ensuring and maintaining 99.9% up-time, according to Service Level Agreement As per process Requirement create/Record the new IVR & upload.
- ➤ Creation of New ID's & Services/Campaigns. As per Requirement create ACD/M3 Scripting For IVR, Creation and Customization of IVR's and implementation of IVR as per requirement.
- ➤ Deletion / Re-assigning & Shifting of Agents ID's and old Service/campaigns. & Shifting/re assigning rights to agents and changes in IVR's as per the Business requirements.
- ➤ Managing all recordings and Installation /Upgrade of Agent Client and tools.
- ➤ Updating and Maintaining DNC data on DNC servers including redundant servers(Twice a week as per TRAI Guidelines).
- ➤ Creation and Training of Dialer Session to new hire agents. Assigning and managing rights to Agents /TL's/ Quality and MIS teams. Taking daily Call detail dumps for MIS team. Up-gradations/Patch Up-gradations of both Aspect and C-Zentrix application.
- ➤ Assigning of channels to various services. Troubleshooting at agent's end (Related to CCD applications). & Accountable for the routine monitoring of calling campaigns, strategies and reports.
- ➤ Execution of the database strategy for Outbound Calling. Execute the database strategy for Outbound Calling. Process management for leads generated by the Inbound Channels.
- ➤ Co-ordination with the IT/Dialer support team for technical assistance and functioning. Drill down analysis on all dialer performance.
- ➤ Ensuring the dialer scheduled time and inventory being called is in line with the TRAI regulations.
- ➤ Create detailed disposition analyses & BTC (Best time to Call) to present inputs and feedback to the Line teams & Channel Teams. manage the voice port
- ➤ Ensuring dialer reports are created & sent to all as per the agreed timeslots. Analysis of all portfolio performance daily/weekly/monthly/annually & provide specific inputs to improve
- ➤ Dialer tasks that involve downloading calling data, send per day end internal and external reports.

## IT Service Management (ITIL Process) :-

- Promote and support the deployment of Service Management processes to all groups interacting with Problem Management, Change Management and Incident Management.
- Secondary support for Configuration Management, Vendor Management, Procurement, Asset and Service Level Management.
- Produce activities and workflow documentation for Change, Incident and Problem Management.
- Meeting and improving established service delivery SLA's.
- Manage formal Post analysis meeting.
- Weekly metrics reporting to management and collection of staff's status reports.
- Provide 24x7 Tier 1 support for all High Priority Incidents
- Effectively execute and drive continuous improvement for IT Change Management.
- Manage small projects related to ITSM delivery improvement
- Create, maintain and follow policies to improve internal services.
- Establishes policy, procedures, and standards to ensure consistent, high quality delivery of service management
- Develops asset and configuration management standards, plans and procedures
- Metrics management, reporting and improvements
- Co-ordination with upstream providers for internet routing/network congestion related issues
- Investigating, recording and provisioning thematic analysis on failed changes, unauthorized changes and changes resulting in major incidents
- Using reporting and spot checks to identify areas of improvement from a process and user perspective
- Configures IT technology and executes basic changes while following standard operating procedures and change/release management policies
- Performing reviews on Enterprise Computing (EC) owned change records to ensure process adherence
- Contributing to the annual review of Standard changes'
- Inputting to Change record approval decisions on an ad hoc basis and through internal CAB (Change Advisory Board) meetings

## ISO 9001-2008 Certification Core Team Member:-

- Updated and maintained documents for **ISO 9001:2008** Standards
- Assisted in improving quality of process (IT-Application) by following ISO protocols. Completed and maintained ISO documents and generated monthly reports.
- Assisted department manager in giving training to IT-Application team. Maintained necessary documents related of internal and external audit system.
- Responsible for inspecting process and providing direction in improving quality of process.
- Assisted in conducting internal audits and training of internal auditors & Participate in root cause analysis and identify corrective actions.
- Providing technical & management assistance when necessary. Co-ordination with IT helpdesk and production department for streamlining documentation process & Performed annual performance review for IT-Application.

## Educational Qualifications :-

- **B.C.A** from G.G.D. University Bilaspur, Chattisgarh, 2003.India
- Diploma in **Computer Hardware & Networking** (2Yrs) from Bilaspur (Chattisgarh), 2003.
- **MCSE /CCNA** Training from Network NUTS( ISO 9001-2000 Company,)  Delhi,2007.
- **Six Sigma (Green Belt) Training**  in India Today Group, 2015.
- **Red hat Linux** Training from IIHT Indrapuram Ghaziabad, U.P 2016
- Certification of **ITIL V3 Foundation** From **PEOPLE**CERT, 2017.
- **AWS Solutions Architect – Associate Training** , 2019.

## Past Employers:-

- **Jan 2005 To Nov 2009** Brupss Outsourcing Pvt. Ltd. Noida. (System Administrator**)**
- **Dec 2009 To March 2011** Axis India calling InfoTech. Pvt. Ltd. Noida. (Team-Head IT)
- **March 2011 To Nov 2106 India Today Group** (Deputy Manager IT)
- **Nov. 2016 To April-2020 Worlds window Group.** (Manager-IT)

## Achievements :-

- Best Performance **Ranked 1st**in IT & Systems (Q4-2013).
- Best Performance Award in IT- Business Applications (Q2-2014)
- Best Performance Award in IT- Business Applications (Q3-2014)
- Best Performance Award in We Care 24x7
- Best Performance Award in IT- Business Applications/Cust. Care Technology (Q2-2016)

## Personal Details :-

- **Date of Birth   : -**    02-Feb-1980
- **Father's Name : -**    Late. Shri H.C.Tiwari
- **Address        : -**    Flat No. FF-3, Plot No 4/282 Sector-4 Vaishali, Ghaziabad(Delhi NCR) India
- **Passport No.   : -**    N1894804
- **Passport Expiry : -**    19/08/2025
- **Marital Status   : -**    Married

## Declaration :-

I hereby declare that the above-mentioned information is correct up to the best of my knowledge.


**Manoj Kumar Tiwari**