

Contact

Thane, Maharashtra
shivramverma.in@gmail.com

www.linkedin.com/in/shivramverma
(LinkedIn)
shivramverma.in/ (Portfolio)

Top Skills

Information Security
ERP Software
Data Management

Certifications

RedHat Certified Engineer

SHIV RAM VERMA

Senior IT | 11+ Years Driving Infrastructure, Cybersecurity, Cloud, ERP & System Administration | Expert in VMware, Windows/Linux, Networking, Vendor Management | Delivering Digital Transformation & Technology Innovation

Mumbai, Maharashtra, India

Summary

Accomplished Assistant Manager – Information Technology with 11+ years of experience in managing and optimizing complex IT infrastructures across servers, VMware, Windows, and Linux environments. Currently driving technology strategy and operations at Puneet Urban Spaces, contributing to robust and secure systems that align with organizational objectives.

Proven expertise in:

End-user support and training

System administration and architecture design

Vendor management and outsourcing

Data center and operations management

Networking and security solutions

ERP management and process automation

Adept at leading multi-unit IT operations, streamlining technology resources, and enhancing system performance. Passionate about delivering innovative solutions that improve efficiency, strengthen security, and support business growth.

Core Competencies

IT Infrastructure Management

Data Centre & Operations Management

System Administration (Windows & Linux)

VMware & Virtualization Technologies

Networking & Security Solutions

Mobile Device Management

Vendor Management & Outsourcing

Architecture Design & Implementation

ERP Management & System Automations

Information Security Management

Data Security & System Security

Experience

Puneet Urban Spaces

Assistant Manager | Information Technology

October 2019 - Present (5 years 11 months)

Thane, Maharashtra, India

Key Accomplishments:

- Led team, fostering collaboration and high performance.
- Managed IT infrastructure, ensuring scalability and disaster recovery.
- Successfully delivered projects on time and budget.
- Implemented robust security protocols and compliance measures.
- Managed vendor relationships, negotiating contracts and optimizing costs.
- Provided technical support and training to end-users.
- Assisted in budgeting, monitoring expenses, and identifying cost savings.

- Maintained comprehensive documentation and generated performance reports.
- Evaluated emerging technologies, recommending adoption and integration.
- Drove continuous improvement initiatives, enhancing IT service delivery.

Core Competencies:

- Team Leadership & Management
- IT Infrastructure Management
- Project Management
- Security & Compliance
- Vendor Management
- User Support & Training
- Budget & Cost Control
- Documentation & Reporting
- Technology Evaluation & Integration
- Continuous Improvement

CMS IT SERVICES Pvt. Ltd.

Consultant

June 2017 - September 2019 (2 years 4 months)

Mumbai Area, India

- Installation and configuration of Windows based operating systems.
- Server installation and configuration with all services.
- Exposure in Active Directory user creation & deletion.
- Maintenance and troubleshooting of connectivity problems using Ping, Trace route.
- Setting up new users and disabling expired accounts in accordance with HR requirements.
- User group policies creation & modification.
- Regular data & mail backup of MS outlook (PST files).
- Escalate IT issues to the reporting manager where necessary.
- Gives file and folder permission as per information provided by company.
- Monitoring of virus issues through MacAfee Endpoint Protection antivirus.
- Maintaining Storage, FTP Server, VPN, Firewall etc.
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- Server installation and configuration with all services.
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Amogh Enterprises

System Engineer

December 2015 - May 2017 (1 year 6 months)

Mumbai Area, India

- New user adds in Samba and gives permissions as per rules.
- Regular data & mail backup of MS outlook (PST files).
- Escalate IT issues to the reporting manager where necessary.
- Diagnose and resolve technical issues.
- Provide desktop and server support.
- Setting up and configuring new laptops and desktops.
- Install authorized software to laptops and desktops.
- Ensuring security and upgrades are applied and kept up to date on Server, desktops.

SBitsTechnology

Desktop Support Engineer L1 Support

June 2015 - December 2015 (7 months)

Mumbai

- All types of troubleshooting, maintenance, assembling, windows repair, new software installation, antivirus.
- Installation, data recovery, break admin password for windows XP.
- Installing windows 2000, windows 2003, windows XP, Windows 7 and 8.
- Networking between two and more computers, attach new switch, crimping.
- Installing virtual pc, VM ware workstation.

- Assembling & Installing PC, Fault finding on card level, Maintaining Server, setting user and group
- Making structure of Network & Hardware setup for client.
- Backup of system files & important data, virus problems.
- Installing any network printer.
- Configuring Outlook Express, MS Outlook, MS Office.
- Installing & configuring windows server 2003 Enterprise Edition. Unattended setup, Remote Installation services.
- Configuring TCP/IP, installing TCP IP Using Dynamic Addressing.
- Installing printer, modifying printer properties, setting print server option, printer and active directory, managing printer and print server, internet printing, Troubleshooting printing problems.
- Planning organization units, planning a group strategy, implementing the group strategy, managing built in group and user rights, managing user accounts, managing user profiles.
- Configuring share & permission, configuring NTFS permission, managing Group policies using Resultant set of policy.
- Dynamic DNS & DHCP server setting up Win server, installing NAT server.
- Operating System Installation, Upgrading Pc & Laptop
- Router and switches configuration.
- Wi-Fi setup and configuration.
- Remotely technical support to our client.
- Linux installation on client pc or laptop.

- Outlook setup to client pc and making computers on network to their other computers.

Alvin Info Systems Ltd

System Engineer

June 2014 - May 2015 (1 year)

New Delhi Area, India

All types of troubleshooting, maintenance, assembling, windows repair, new software installation, antivirus.

- Installation of windows XP, Windows 7, 8 and 10.
- Networking between two and more computers, attach new switch, crimping.
- Installing virtual pc, VM ware workstation, Fault finding on card level, Maintaining Server, setting user and group, Backup of system files & important data, virus problems.
- Installing any network printer.
- Configuring Outlook Express, MS Outlook, MS Office.
- Installing & configuring windows server 2003 Enterprise Edition. Unattended setup, Remote Installation services.active directory, managing printer and print server, internet printing, Troubleshooting. Printing problems.
- Configuring share & permission, configuring NTFS permission, managing Group policies.

Education

Punjab Technical University

Bachelor of Science (B.Sc.), Information Technology · (2010 - 2013)