

UDIT KUMAR GHAI

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ABOUT ME

End User Computing (EUC) Specialist with 6+ years of proven experience successfully managing, troubleshooting, and securing complex EUC environments in large organizations. Possesses a deep understanding of Windows, VDI, Azure, Entra ID, Google Cloud Platform, and network technologies to deliver seamless IT solutions, enhance performance, and optimize costs.

SKILLS

TECHNICAL

OFFICE 365
WORKSPACE GOOGLE
MS WINDOWS
NETWORKING
LINUX
HARDWARE
PRINTER



PERSONAL

COMMUNICATION
ORGANIZATION
TEAM ORIENTED
CREATIVITY
SOCIAL



BUSINESS

VENDOR MANG.



ROLES:

- Problem-Solving:** Expertly troubleshoots and resolves hardware, network and system failures, minimizing downtime and improving efficiency. Utilizes specialized tools and expertise to achieve optimal performance.
- Support:** Provides comprehensive technical support and guidance to colleagues on all aspects of computer and network usage, fostering a productive and collaborative work environment.
- Vendor Management:** Cultivates and manages strategic vendor relationships and effectively oversees ISP management to ensure smooth operations and cost-effectiveness.
- ERP Systems:** Well-versed in RAMCO and SAP S/4 HANA systems, along with Outlook and ticketing systems, leveraging these skills to deliver streamlined IT solutions.
- Compliance:** Accurately manages and maintains Windows license inventory, ensuring adherence to licensing regulations and optimizing costs.
- Active Directory:** Possesses a basic understanding of Active Directory user and group account management.
- Network Infrastructure Architect:** Configures and manages Mikrotik routers, Wi-Fi routers, FRT machines, biometric machines, switches, and firewalls to create a reliable and secure network infrastructure.
- Documentation:** Meticulously maintains MIS records and logs of repairs, fixes, and maintenance schedules for clear operational oversight.
- Backup & Recovery:** Develops and implements comprehensive data backup and recovery plans to ensure business continuity in case of unexpected events.
- Security:** Implements and manages robust network security measures (firewalls, intrusion detection systems) to safeguard assets and ensure compliance. Manages IP-based CCTV cameras to establish a robust security system and protect the organization from potential threats.

ACADEMIA

HIGHER SECONDARY, 2016

Government SR. SN. SCHOOL DHARAMPUR

Higher secondary from Himachal Pradesh State Open School (HPSOS).

DIPLOMA IN COMPUTER ENGG. (2011-2014)

GOVT. POLYTECHNIC AMBOTA UNA

3 Years Diploma from Himachal Technical Siksha Board Dharamshala.

MATRIC, 2010

DAV PUBLIC SCHOOL PARWANOO

Matrics from Central Board of School Education (CBSE).

WORK ETHIC

- Highly Adaptable:** Embraces new technologies and readily adjusts to changing environments.
- Self-Motivated:** Takes initiative and consistently strives to improve and deliver exceptional results.
- Detail-Oriented:** Maintains accuracy and precision in all tasks, ensuring flawless execution.