



Chasham Singh

ITIL V4 & IELTS Certified

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Notice Period: Immediate to 30 Days

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Accomplished leader with near to 7 years of expertise in Team Management, Product Implementation, Support, and Solution Implementation. Demonstrated success in team leadership, effective collaboration with internal and external stakeholders, and adeptly turning challenges into opportunities. Energetic and detail-focused, dedicated to propelling business growth and streamlining processes.

SKILLS

Woked on On-prem AD, groups, mailbox, DL's, bitlocker & SSO issues.	Well versed with IT tools like Azure, Exchange, M365 admin, Sharepoint, Citrix, entra ID etc.	Expertise with scripting tools like powershell, python & SQL databases.
Knowledge of cloud ERP's like Workday, SAP SF, Oracle etc.	Hands-on G-Suite. Used tools like Company Portal, Intune, Okta, JamF, MDM & IAM tools.	Network support for routers, switches, VPN, DNS, TCP/IP, Cisco, firewalls etc.
Skillful of SAML & LDAP. Good with fixing Android & iOS related issues.	Well versed with ticketing tools (Jira, BMC, SNOW) & dashboards for ServiceNow.	Proficient with Windows, Mac OS & Linux/Unix based Operating systems.
Literate on advanced SIEM tools such as CyberArk, Okta, Splunk etc.	Supported cloud services such as AWS, Google GCP & Microsoft Azure	Fixing complex IT & VM issues using Bomgar, Zoho, Anydesk etc.
Well versed with International Voice & Chat Process (CEFR Level: C-2)	Managing admin accounts, security groups, distribution list's, mailboxes & proxy accesses.	Performing data restoration & migrations as per requests.
Actioning IT hardware requests for repair or replacement.	Closing escalations and guiding L1 agents for relevant help.	Configuration of DLP & endpoint policies for enterprise users.

EXPERIENCE

Sherweb: Business Technical Advisor III

2024 - Present

1. Technical issues related to M365, Azure & Intune. Domain support for EMEA region.
2. Worked on migrations for M365 from existing infrastructure or on-prem AD.
3. Administered M365 admin portal such as Exchange, Sharepoint, Onedrive etc.
4. Ensuring high level of customer service, handling Level 3 escalations.
5. Creating & running Powershell & linux, python scripting commands.
6. Dedicated support for Entra ID, Azure AD or Azure AD connect.

Publicis Groupe: Associate, IT Support Level II

2023 - 2024

1. Handling Azure VM's, providing extensive troubleshooting.
2. Advised junior & level 1 associates for their queries.
3. Automating the process, introducing self help articles, updating FAQ's with relevant data.
4. Handled team meets, discussed metrics & quality improvement parameters.
5. Providing RCA's & managing enterprise applications.
6. Global Support for EMEA handling a team of 8+ persons.
7. Worked on tools such as AD connect, Domain services, B2C IAM etc.
8. Supported internal team's & clients for various technical issues

UST Global: Cloud Infrastructure Executive III

2022 - 2023

1. Tech Support for Adobe(Client) software & hardware issues.
2. Working on various servers & requests for EMEA region.
3. Debugging & troubleshooting technical systems.
4. Exploring scope of improvements with stakeholders & team.
5. Monitoring Call-flow & other tools ensuring availability.
6. Handling technical requests for various Adobe products.

CJS Retails: Tech Support Analyst

2016 - 2021

1. Ensuring team work & accountability for the assigned tasks.
2. Lead a team of 07, ensuring goals are met as per KPI's.
3. Followed up with escalations and Level 2 VIP tickets.
4. Analysed data & worked upon deriving results.
5. Management & team meets discussing criticalities.
6. Working on systems & providing deep level troubleshooting.
7. Assisted with IT hardware requests for system repair or replacement.
8. Actioned various softwares tasks & relevant license requests.

CERTIFICATIONS

ITIL Version IV:- Foundation

2021

PeopleCert (Axelos)

Information Technology Infrastructure Library certified.

Data Structures & Algorithms:- DAA

2019

Geeks for Geeks

Data structure & algorithms(DAA) certified.

IELTS

2018

British Council: IDP

International English Language Testing System certified with a score:- 8.0 of 9.0 bands

EDUCATION

Lovely Professional University

Bachelors Of Technology (B.Tech) (Computer Science & Engineering)

Lovely Professional University

Technical Diploma (Computer Science & Engineering)

LANGUAGES

English (Full professional proficiency- Level: C2), **Hindi** (Native Language), **Punjabi** (Native Language)