

# AJIT KUMAR

## IT Operations Specialist

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### Profile Summary:

IT Operations Specialist skilled in end-user support, identity and access management, and administration of Azure AD, Intune, and Office 365, Experienced in troubleshooting Windows and macOS environments, managing endpoint devices, and resolving L1/L2 technical incidents. Focused on improving IT service delivery through documentation, process optimization, and collaboration with cross-functional IT teams.

### Skills:

End-User Support, Incident & Request Management, L1/L2 Troubleshooting, ITIL Framework

Hardware/Software Troubleshooting, Window & macOS Support, VPN & Network Troubleshooting (DNS, DHCP, IP, TCP/IP), SLA Compliance & Ticket Lifecycle Management, Process Improvement & Root Cause Analysis, A/V Support, Onboarding/Offboarding, Documentation, SOPs & Knowledge Base Creation,

### TOOLS & TECHNOLOGIES:

**Remote Support Tools:** BeyondTrust(Bomgar), Quick Assist, TeamViewer, AnyDesk

**ITSM Tools:** ServiceNow, Jira Service Management ,

**IAM Tools:** Active Directory, Azure AD, Okta (SSO/IAM), MFA & Conditional Access

**Endpoint Management:** Microsoft Intune, Endpoint Manager, Patch Management, JAMF, Kandji

**Cloud & Admin Tools:** Azure Portal, Okta Admin, Exchange Admin Center, SharePoint Admin Center

**Collaboration:** Microsoft Teams, Slack, Zoom

### CERTIFICATIONS:

- **Microsoft Certified: Azure Fundamentals**
- **Microsoft 365 Certified: Endpoint Administrator Associate** (Valid until Nov 2026)

### PROFESSIONAL EXPERIENCE: -

Jan 2024- Present

IT Operations Specialist -Avalara Technologies Pvt Ltd (Payroll-AgreeYa Solutions). Noida.

- Provide Level-L1/L2 support for internal users in resolving complex issues in hardware, software, networking, and remote access
- Manage identity and access: Active Directory, Okta, SSO, IAM
- Administer Office 365, SharePoint/OneDrive, email systems, mailbox and distribution lists
- Deploy, configure, support Windows and macOS devices; manage MDM tools (Intune, Jamf/Kandji)
- Troubleshoot VPN, network connectivity, remote work setups
- Use ticketing / ITSM tools (ServiceNow / Jira) to track, escalate, and resolve support requests
- Maintain documentation, create SOPs / knowledge articles to improve support processes and reduce repeated issues
- Collaborate with Infrastructure, Security, and other cross-functional teams to apply best practices and adhere to company policies
- Monitor ticket trends / user feedback; propose process improvements for efficiency and improved user satisfaction

## Technical Support Engineer -Aditya Infotech ltd, Noida.

May 2023 – Jan2024

- Delivered remote technical support to customers via calls, email, and chat.
- Assisted distributors, dealers, and end users in installation and configuration of CCTV, IP Cameras, DVRs, NVRs, and related surveillance systems.
- Resolved technical issues related to camera connectivity, IP addressing, router configuration, and DHCP.
- Managed user accounts and access control for device configurations.
- Collaborated with engineering and product teams to address complex technical cases.

## IPQC Engineer -OPPO Mobile India Pvt ltd, Greater Noida.

June 2019 -March 2023

- Performed PCBA functional testing, visual inspections, and ensured compliance with quality standards.
- Conducted trial production, first-piece inspections, and monitored assembly line performance.
- Maintained and audited quality documents, process control records, and MES logs.
- Performed analysis of QC metrics such as FPY, defects, and non-conformance reports.
- I identified root causes using 7 QC Tools, 5 Whys, Kaizen, and collaborated with production & engineering teams.

## Education Qualification:

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|---|-----------------|
| • B. Tech (Electronics and Communication Engineering) | AKTU – 2017     |
| • Class XII (Hindi Medium)                            | UP Board – 2013 |
| • Class X (Hindi Medium)                              | UP Board – 2011 |

## **ADDITIONAL DETAILS**

**Languages:** Hindi, English

**Location Preference:** Noida / Delhi NCR / Hybrid / Remote

**Alternate Email-** [ajitkm32@gmail.com](mailto:ajitkm32@gmail.com)

**Availability:** Immediate Joiner