

Kuldeep Kumar Sedha

Dynamic and Tech savvy professional having multi-cultural and diversified experience; targeting for leadership roles in Information Technology & Information Security (Compliance) with an organization of high reput in service industry Information Technology.



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Resident: Pinjore, India

Passport Validity till : 16th Jan 2032

Educational Qualification : **Masters in Computer Applications** from Kurukshetra University, India – 2001 till 2004.

Technical Skills: AZ-305 (Azure certified), MCSA (Microsoft Certified Solutions Associate) Server 2016, ITILV4, Linux RHEL certified, good exposure of Ubuntu and MAC OS.

Virtualization: VMWare Esxi 5.5 and Microsoft Hypervisor.

Work Experience:

Worked for Vibracoustic India Pvt Ltd – Sep 2023 – March 2024. www.vibracoustic.com

Worked for Spectraforce Technologies India Pvt Ltd – Aug 2016 till Aug 2023 (7+ years)
www.spectraforce.com

Summary: Having 18 years of experience in IT Support to run the overall IT Operations for a service-based industry to provide the local as well as remote support to the overseas offices. Mentored a team of 25 resources to run the entire IT Support via Teams channels, FreshService ticketing systems to maintain the SLAs/OLAs and to analyse the KPIs.

Project deliveries :

1. Desktop to Laptop conversion for 100% remote work during the pandemic situation.
2. Migration of in-prim infrastructure to cloud to eliminate any dependency.
3. BCP/DR, contingency planning for the business/ IT Operation.
4. High Availability for the core devices like Firewalls.
5. Symantec AV to NGAV (Next generation Anti-Virus) migration for the endpoints.
6. SOPs/Manuals/RFPs/Meeting decks preparation for the IT Team.
7. Preparation of Wiki/internal Escalation mechanism for the IT team.
8. Vendor negotiation/Vendor onboarding policies preparation.
9. IT Security, IT compliances for ISO 27001, GDPR, CCPA, E911 regulations.

Previous Employment Details	Location	Designation	Duration
Anetcorp India Pvt Ltd	Mohali, Punjab	Sr. System Administrator	April 2014 – July 2016
Winsome Yarns Limited	Chandigarh	Sr.System/Network Administrator	April 2013 – July 2014
Indivar Software Solutions	Mohali, Punjab	System Administrator	Oct 2011 – April 2013
Pugmarks Interweb Pvt Ltd	Chandigarh	Level-2 Tech Support Executive	June 2008 -Aug 2010
Punjab Infotech	Chandigarh	Information Technology Assistant	Aug 2004 – 31 st Dec 2007

Date: 9th Apr 2024

KuldeepSedha
(Kuldeep Kumar Sedha)