# HARDIK ROLA                                     h.rola@outlook.com
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## SUMMARY

- Experience Transition lead with over 10 years of Service integration and Service offboarding's for large medical, Insurance and construction equipment companies.
- Possess technical knowledge & proficiency in system administration, network maintenance, and enterprise network technologies.
- Create effective reporting and analytical tools to measure performance
- Build common application packages into SCCM and deploy onto servers and workstation
- As directed, create, update, deploy, troubleshoot, and remove objects in the SCCM environment comprised of, sites, distribution points (DPs), and clients
- In-depth knowledge of SCCM client installation, software distribution, remote control, and other SCCM issues
- Utilize Microsoft Endpoint Configuration Manager (MECM)/ System Center Configuration Manager (SCCM) to distribute content in a very large environment through the use of managed/targeted collections, deployment/patching cycles.
- Perform advanced Tier III troubleshooting of issues affecting client workstation systems and effectively communicate with the client while documenting the resolution process using ServiceNow
- Familiarity with Active Directory, Azure Active Directory, InTune, troubleshooting Group Policy Objects (GPOs) and Group Policy Preferences (GPPs) and their effects on applications, Operating Systems and general configurations

## TECHNICAL SUMMARY

**Languages:** Shell, VBScript, SQL, JavaScript, HTML, CSS, jQuery, Node.js, React, MERN, API, JSON
**Networking Tools:** Aternity, WireShark, Nmap
**Support Tools:** Vayusphere, Optibot, ServiceNow, Heat, Remedy, Facets, Amisys, VMWare vSphere, Citrix XenApp, Citrix Management Studio, Nexthink
**Server Technologies:** MS Windows 2008+, MS Exchange 08, 12 and 12R2, Active Directory Migration Tool, Lync Edge, Mainframes
**Other Applications:** CyberArk, MS Visual Studio, PeopleSoft, MS Visio, Office 365, Power Platform, GitHub, Heroku

## PROFESSIONAL EXPERIENCE

**Wipro Limited** – Cary, NC                                     **June 2021 – Present**

**Client: Novartis (Project Manager)**

- Coordinate with customers regarding the transition and transformation timelines, answer questions, and resolves any issues with scheduling
- Responsible for developing resolutions working with the team and management, to meet productivity, quality, and client-satisfaction goals
- Responsible for tracking and managing client product migration deliverables
- Responsible for gathering client requirements and collaborating with internal departments to resolve issues related to the client product migration
- Planning, Executing and deploying Digi Solution to multiple client sites across the North and South America

**HCL America Inc.** – Cary, NC                                     **December 2014 – June 2021**

**Client: DWP Automation**                                        **Automation Architect**
**Client:  Blue Cross Blue Shield NC**                       **Technical Specialist**

*The assignment involved Implementation and management of various tools used in tech support such as Password Tool, Nexthink, Aptean Proactive Tool with ITSM Integrations, and Optibot, And Integration with current system to better the support process.*

**Client:  HCSC**                                                 **Technical Specialist**

*The assignment involved Implementation and management of various tools used in tech support such as Installing Desktop, Laptop, Switch, Escalation support, MAC support, SLA.*

**Client:  Anthem Inc.**                                      **Sr. IT Specialist**

*The assignment involved Implementation and management of various tools used in tech support such as Vayuspher, Aternity, and Optibot, And Integration with current system to better the support process.*

- Work with internal, client and supplier SME to identify and prioritize risks, assumptions actions, issues and decisions
- Partnering with other functional areas to drive project activities and keep the team ware of customer issues, potential risks and resolving conflicts
- Work on transitions for Service Desk, Deskside and other project activities to confirm/validate time frame, quantify challenges and define limitations and corresponding risk mitigation tactics
- Oversees and coordinates Walk-up desk planning and services to be provided post go-live
- Solely Responsible for maintaining multiple support tools as a System Admin for Desk Agents to provide effective support to client in timely manner.
- Developing PowerApps app for Inventory management and Scheduling app for end-user
- Responsible for successfully lowering down call volumes, and increasing cost saving by leading continuous automation efforts through Optibot throughout years.
- Involved in Evaluation, Design and Implementation of Vayusphere, Aternity and Optibot tools for improving various areas of tech support.
- Oversees/assists with FYUL Network Locker installation (i.e. Budget tracking, schedule updates, move management, closeout)
- Involved in Interview process to find new resources and provided related training.
- Worked with Active Directory management, Venafi, VBScript, and SQL
- Handled production deployments and server to server migration. Troubleshooted issues with well-researched, responsive solutions.
- Organize and coordinate activities associated with installation, deployment, and upgrade of software (Windows), and hardware, as it relates to the desk side environment
- Propose changes or solutions to products and services for optimal business results
- Network knowledge and connectivity troubleshooting experience (TCP/IP, DHCP, and DNS)
- PC imaging via SCCM and Deploys computer workstations or laptops, completes moves and setup of computer peripherals
- Providing service and customer support during field visits or dispatches
- Produce timely and detailed service reports
- Diagnose errors or technical problems and determine proper solutions
- Document processes and Cooperate with technical team and share information across the organization
- Troubleshoot PC hardware and software on site and Support ad hoc IT projects
- Provide ongoing education and training to non-technical end-users

**Insight Global** – Cary, NC                                    **Nov 2016 – Feb 2017**
                                                                       **Network Consultant**

*The assignment involved visiting client sites and performing networking related tasks.*
- Responsible for identifying and troubleshooting network related hardware and software problems.
- Performed equipment installations and testing for network hardware including VOIP and PBX systems.

**Raymond James Financial** – St. Petersburg, FL                         **Feb 2014 – Nov 2014**

**Storage Administrator**

*The assignment involved handling of Data Center storage backups for various clients on a daily basis.*

- Responsible for monitoring and performing enterprise Backups of SAN and NAS environment as a Storage Administrator
- Handled preparation of backup tapes to handover securely for off-site transfer
- Involved in Design and Implementation of enterprise storage and backup solutions
- Developed and maintained reporting of storage utilization including historical trending and forecasting using enterprise tools.

**Stream Global Services** – Tampa, FL            **Oct 2010 – Feb 2013**
                                                           **Technical Support**

*The Assignment involved providing technical support for Dell Enterprise to Small Business clients*

- Responsible for providing technical support for Dell Hardware and Software to Small Business users through phone/Email.
- Resolved issues effectively by providing solution altered to customers' technical ability and communication style
- Helped customers understand both the features and benefits of the product