# AYUSH SAXENA

**IT & Application Support | Project Management**
**System Engineer | Digitization | Scrum Master | Agile Consultant**

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## PROFILE SUMMARY

A technically competent professional offering with over 9 years of experience in providing highly competent and customized technical solutions with prime focus on IT & Applications Support, Project Architecture, System Engineering, Digitization, Process Excellence and Client Servicing pre-dominantly in Healthcare & IT domain. Currently spearheading as a Senior Support Engineer at AL Mouwasat Hospital, Saudi Arabia.

Meticulously handling IT support operations with hands-on experience in managing the entire spectrum of functions related to total Network Management, Systems Administration and Hardware Support including installation of servers, networking devices and other peripherals. Capable of Installation and configuration of Windows, Red Hat Linux, including overall administration, advanced file system topics, Services, remote access, network security, fault tolerance, and optimization of server and network resources. Windows-based LAN by creating users and groups, administering file / print resources etc.

Oversee the installation and maintenance of software applications to streamline business operations. Their duties include optimizing software application performance, installing updates, and performing debugging procedures. Skilled at designing new system architecture, health info system software, monitoring and maintaining servers & computer networks, troubleshooting and resolving system errors and inefficiencies, as well as ensuring that the computer systems are running smoothly and effectively. Adept at analyzing servers & networks, implementing repairs, modifications, upgrading, diagnosing and resolving system errors or technical issues.

A highly motivated, positive and goal-oriented, with demonstrated professionalism, attention to detail, with proven ability to build and lead effective teams. Possesses excellent communication and interpersonal traits with a talent for problem-solving through reasoned thought processes.

## EDUCATIONAL QUALIFICATION

**2012**     **Master in Computer Application**
Calicut University

**2008**     **Bachelor of Science in Electronics & Communications**
Calicut University

## STRATEGY & VISION

- Strategic Leadership
- Technology Planning & IT Operations
- System Engineering
- Scrum
- Solution Design & Innovation Technical Services
- Process Enhancement & Management

## BUSINESS PROCESS

- Project Management
- Incident & Problem Management
- Infrastructure Management
- Datacenter Operations
- Server Management | Network & Hardware
- Technology & Risk
- Process Enhancement
- Disaster Management | SOP & Documentation
- Transformation, Migration & System Integration

## CUSTOMER RELATIONS

Stakeholder Management

Customer Relationship

Resource Optimization

Service Delivery

## CAREER SNAPSHOT

**Since October 2013**

**System Support Engineer | AL Mouwasat Hospital, Saudi Arabia**

- Exhibits strong Project Management skills including project planning, scheduling, risk assessment, project coordination, project monitoring & reviewing coupled with structured inputs for optimal resource utilization, materials management, site management, cost rationalization and continuous improvement
- Responsible as a Process Owner for Incident, Problem and Change Management. Ensure incoming incidents are categorized, logged and resolved in the most timely & effective way and without any escalations, thereby increasing the C-sat ratio
- Responsible for Real-Time & continuous follow-up with global support teams for critical & high priority incident resolution; regular follow-up with global support teams for resolution of incidents
- Responsible for sending all Incident notifications as per agreed process and regular follow-up with support team for relevant notification updates per SLA and drive resolution. Accountable for delivering weekly and monthly reports for Incident, Problem and Change Management to the Service Delivery Manager
- Driving initiatives for Process adherence within Incident, Problem and Change Management and plays a pivotal role for Process Kaizen continual project for Service Management Processes
- Maintain optimal level of customer satisfaction and identify all customer issues and recommend appropriate resolution for same
- Assist to install all desktop / laptop hardware and software on systems as well as network hardware / software faults and collect information / DB about nodes for future use and provide required upgrades; manage all change orders & provide technical expertise for all processes
- Assist users in wireless and remote access as well as manage user accounts across multiple systems, monitor machine performance, conduct health check-ups, suggest and provide recommendations for system improvement
- Determine required algorithms for all automate systems and provide technical support to all production systems and prepare an efficient schedule for the same
- Provide product support to all systems and manage all requests for systems and assist to resolve all issues and perform regular troubleshoot on all network issues and analyze all system logs
- Install all internal resources and analyze all software to ensure smooth working
- Maintain all functional documents and respond to all customer requests and manage efficient operation of all internal systems
- Administer all installation and maintenance of all system
- Provide support to all help desk operations and manage all products according to customer requirements and provide support to all internal and external customers
- Assist all engineers in technical operations and ensure utilization of all tools efficiently and prepare all required repair documents and ensure compliance to organization guidelines
- Prepare reports for all repair activities and prepare required equipment proposals

## TECHNICAL PROFICIENCY

**Ubuntu MS OFFICE**

Word, Excel, 365, Power Point, TSQL, .NET (VB.NET), SQL, MS Windows 10, 8.1 & 7

## CERTIFICATIONS

Red Hat Linux, SQL Server (T-SQL), Python GUI Programming

## EXTRA-CURRICULAR ACCOLADES

- Active member of the National Service Scheme for 3 years
- Part of organizing committee for symposium and fests conducted in college
- Organized various cultural and technical activities as house captain at school level