





HIMANSHU MITTAL



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Detail Result oriented and highly adaptable Professional with **6 years'** experience in IT Operation, supporting process and automation systems. Experience in shop floor processes and **MES** implementation using different technologies.

Skills

- **ERP:** SAP BASIS, SAP Production Planning, SAP Material Management, Marg.
 - **MES Tools:** ITAC MES SUITE, VALOR MSS Solution, In-house .Net Application.
 - **Operating System:** Window server 2012 /08, Window 10, 8, Linux (Ubuntu).
 - **Virtualization:** VMware V Sphere ESXi 5/5.1/6, V Center4/5.5.
 - **DevOps Tools:** Git, Git hub, Jenkins, Ansible, Docker, Nagios.
 - **Cloud Computing Service :** Microsoft Azure, Amazon AWS
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Certifications

- Microsoft Azure Architect Technologies (AZ-300).
 - Microsoft Azure Fundamentals (AZ-900).
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Experience

Napino Auto Electronics Ltd. IT Engineer

Oct 2018 – Jan 2020

- ❖ Provide daily technical Support to the system end users including but not limited to troubleshooting technical issues and assisting with process investigations.
- ❖ Participate in all phases of the MES application deployment, including Production deployment, release management, testing, bug fixing and documentation.

- ❖ Implementation of new Solution and improving resilience of the current environment of the Shop Floor.
- ❖ Implement and maintain the Information System across the Shop Floor SMT Area.
- ❖ Participate in the development of internal data management plan and activities with department (e.g. Production, Quality, and Warehouse).
- ❖ Interface with end user independently resolve problem concerning system function which have been escalated through a problem ticket process.
- ❖ Route cause analysis of process deviation with Fish bone diagram and preparation of investigation report.
- ❖ Maintain the Service Now helpdesk ensuring that all tickets raised for MES and SAP Systems are reviewed and resolved daily.
- ❖ System Administrator for the ERP System for the Manufacturing and Management facilities.
- ❖ Responsible for the management of server's duties includes regular and proactive monitoring of servers, responding of alerts. Weekly data backup of server's and health checkup.
- ❖ Responsible for managing IT application and infrastructure environment in SMT Shop Floor area.

Salcomp Manufacturing Pvt Ltd.
MES Engineer

May 2016 – Oct 2018

- ❖ Participate in all phases of the application release management, testing, bug fixing and documentation.
- ❖ Responded to incoming requests relevant to product features by escalation to software development teams.
- ❖ Coordinated with support engineering teams for solving customer cases through internal messaging systems.
- ❖ Developed effective resolutions for problems relating to networking, assembling and hardware systems.
- ❖ Assisted in installation, configuration and maintenance of network hardware and software components.
- ❖ Support manufacturing with failure analysis, test debugging, reduction of interment failure and downtime of Test equipment.
- ❖ Work with corporate IT, MES team and manufacturing community to produce business requirement which strike appropriate balance between ease of end use maintainability and system Performance.
- ❖ Work as a Part of Professional support to Provide solution to business critical.
- ❖ Follow-up manufacturing department for solving issues.

Pritam International Pvt Ltd.
Network Engineer

Jan2014 – May 2016

- ❖ Installing and Configuring the Computer hardware, Software, as well troubleshooting of MS Outlook and remotely solve Printers, Scanner issues.
- ❖ Providing reliable solution to a variety of problems using sound problem solving technique including ability to find the root causes and corrective action to the given problem.
- ❖ Performed user account creation, deletion and configuration.
- ❖ Write and maintain network security policies and compliances.
- ❖ Troubleshoot various network issues affect solutions and collaborate with staff and outside vendors to resolve complex problems.
- ❖ Identify and recommended needed and optimal infrastructure improvements.
- ❖ Assists to proposal for purchase of hardware and software.
- ❖ Manages Helpdesk by trouble shooting, resolving and addressing queries and concerns related to hardware / software in a timely manner & taking minimum response time.

Education

- ❖ **Gautama Buddha Technical University**
BTECH (Computer science and Engineering).
2009-2013.
- ❖ **Intermediate**
CBSE
2008-2009.

Declaration

I hereby declare that the details given above are true to the best of my knowledge and belief.

Date:

HIMANSHU MITTAL

(Signature)