

## KAMAL GOYAL

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### PROFESSIONAL SUMMARY

- ❖ An IT professional with over 11 years of experience in End User Computing & Enterprise IT Infrastructure Management Services and Solutions.
  - ❖ Extensive experience in Desktop Engineering, Application Packaging, Desktop and App Virtualization, End Point Security, Enterprise Mobility, Quality and Compliance and System Management using Microsoft and non-Microsoft technologies.
  - ❖ Experienced with full life-cycle scoping, architecting, deploying and supporting enterprise scale solutions part of end user computing requirements aligned with ITIL standards.
  - ❖ Expertise in Service Design & Delivery with prestigious organizations in Food & Beverages, Health Care & Life Sciences, Banking & Insurance, Manufacturing, Telecom and Technology Infrastructure Services domains.
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### SKILLS SET

<b>Operating Systems:</b>	Windows 10/8.1/8/7/Vista/XP/2K/98, Windows Server 2012/2008/2003/2000
<b>Desktop Engineering and Deployment:</b>	SCCM 2012/2010/2007, MDT 2013/2012/2010/2008, SMS 2003, Altiris Deployment Solution 7/6.9/6, LANDesk, WDS, Windows ADK/WAIK, USMT, Symantec Ghost, Laplink
<b>Application Packaging:</b>	Flexera Admin Studio 15, Microsoft ACT, Microsoft App-V, Wise Package Studio 7, Installshield 12, Orca, Picture Taker, VM Ware/Altiris recovery agent, Filemon, and Regmon
<b>Scripting:</b>	MS-DOS, VBScript and PowerShell
<b>Mobile Apps:</b>	Android, IOS, MEmu Android Emulator, Appearate, Canvas, SinePro
<b>Virtualization:</b>	VMware Workstation, Citrix XenApp, Citrix XenDesktop, Microsoft App-V, MS Virtual PC
<b>Cloud and Storage:</b>	Box, Microsoft OneDrive for Business
<b>Enterprise Mobility</b>	Microsoft Intune, VMWare Airwatch, Symantec VIP Manager
<b>End Point Security:</b>	Symantec End Point Protection, Safeboot, Microsoft Bit-locker, LAPS, Bluecoat Proxy, Ionice DRM, WSUS, Lumension
<b>Project Management:</b>	Microsoft Project, Microsoft Visio, Juriba Dashworks.
<b>Hardware's:</b>	Desktop, Laptops, Toasters, Mini PC, Printer, Scanners and other peripherals.
<b>Software's:</b>	Microsoft Office 365/2013/2010/2007/97-2003, Paragon Call Center
<b>Networking:</b>	Router and Switch, Routing protocols RIP, IGRP, EIGRP, and OSPF, LAN/WAN, Wi-Fi and VPN
<b>Directory Services:</b>	Active Director, DNS, DHCP, IIS, KMS

<b>Database</b>	MySQL, Microsoft SQL Server 2014/2008/2005/2000
<b>Helpdesk Tools</b>	HP Open View, Service Now, CA Service Desk, BMC Remedy, PC Anywhere, Dame Ware,
<b>Other Solutions</b>	Mphasis Moatis 1.0, Cirrato Managed Print Services

## **EMPLOYMENT HISTORY**

**Coca-Cola India Private Limited, Gurgaon**

**October 2016 to Present**

### **Manager End User Computing**

- ❖ Serving as EUC Expert and part of End User Productivity Services team responsible for designing, planning, implementation, configuration, integration and maintenance of the end users related system and applications including printers, desktops, laptops, tablets, and mobile devices.
- ❖ Design and implement new technologies & tools for the end user computing systems and providing technical expertise in identifying, evaluating, and developing effective system solutions that meet business application requirements.
- ❖ Develop, implement and maintain Desktop Engineering Roadmap and Lifecycle that enable ease of use, efficient lifecycle management, and user experience.
- ❖ Setup, design, configuration, performance tuning, testing and support for Windows, Apple, and Virtualization (VMware) operating system images for Coca-Cola laptops and desktops.
- ❖ Management of end-user protection solutions (anti-virus, anti-malware, hard-drive back-up, hard-drive encryption, etc.) using Symantec Endpoint Protection 12 and Microsoft BitLocker Administration and Monitoring 2.5 (MBAM).
- ❖ Windows 10 Image development, testing, hardware certification & deployment via MDT 2013 and SCCM 2012.
- ❖ Packaging and installation of Windows 10, Office 365 and associated applications for more than 20,000 computers using SCCM 2012 and 1E Nomad.
- ❖ Research, evaluate, and implement solution to encrypt, monitor and protect The Coca-Cola Company restricted and confidential data on Box as cloud storage.
- ❖ Develop mobile apps to digitalize paper based forms, sign-in sheets, gift distribution system and enhance end user experience.
- ❖ Implement and customize SinePro mobile app platform to enable automated & digital visitor management system at Coca-Cola India office in Gurgaon.
- ❖ Write, test and utilize custom scripts using Windows PowerShell, VB Script, and batch file to automate daily tasks, desired software deployment or configuration.
- ❖ Analyze usage of Salesforce Chatter as The Coca-Cola Company collaboration tool by creating SQL queries and recommend options for the improvement.
- ❖ Plan and customize SCCM software distribution system to eliminate use of local file servers and MSISRC folders.
- ❖ Implement Microsoft Local Admin Password Solution to manage local administrator password for all Windows 10 clients.
- ❖ Execute testing, implementation, data conversion or application support plans for developing applications.

- ❖ Participate in implementing analytics tools to analyze application and system performance on end user workstations.
- ❖ Level 5 technology troubleshooting/repair/resolution services for all deployed workstations, mobile devices, applications, network/remote access & messaging services, for end-users across all sites.
- ❖ Research, evaluate and conduct POCs to identify managed print solution to provide driver-less and agent based printing features on any device including mobiles & tablets.
- ❖ Contribute to determine success criteria for the evaluation of promising solutions and technologies via product comparisons, Proofs of Concept and case studies within the end users productivity services.
- ❖ Responsible for the overall planning, direction setting, operational excellence and support processes associated with all matters related to end user computing systems, tools adoption, user experience and enablement.
- ❖ Work with project sponsors, business personnel and executives to identify functional and nonfunctional requirements and others in the identification, justification and design of the solutions.
- ❖ Responsible for a wide range of design and plan activities from requirements analysis through systems, application and/or process design specification in support of RAPID development process.
- ❖ Work with other architects (applications, infrastructure etc.), IT Specialists, application developers and operations staff to ensure an appropriate solution is designed.
- ❖ Analyze business requirements (e.g., functional and technical requirements, information need, business processes) by conducting information-gathering sessions with business groups, analyzing the information and prioritizing the requirements to gain understanding of the business needs.
- ❖ Assist with ongoing adoption and new user training and educate users on how to use the new applications and systems.
- ❖ Participate in the development & execution of technical “how to” materials of new application or system changes and their associated impacts to the organization in End User Computing.
- ❖ Provide analysis or metrics data to cross-functional teams that will help influence enhancements/future developments/gaps of the Knowledge Management & end user collaboration tools portfolio.
- ❖ Identify improvement opportunities for the processes, systems, and products used, with a deeper technical ability to perform the analysis across a broader range of end user collaboration tools.

**Wipro Limited, Bangalore**

**May 2013 to October 2016**

### **Architect**

- ❖ Served as End User Transformation Services Architect to design enterprise desktop engineering platforms and processes including Operating System Deployment, Application Packaging and Deployment, Patch Management, Hardware and Software assessment, and End Point Security solutions.
- ❖ Design and implement the end-to-end desktop lifecycle management - includes Windows 7-10, Office 2010-2016, Office 365 ProPlus, MDT 2013 and SCCM 2012, Symantec Endpoint Protection, and Microsoft Bit-locker for Windows, including Group Policy integration.

- ❖ Design and implement Microsoft Windows 7 and 10 Operating system, applications and system configuration to meet functional and technical requirements in both physical and virtual environment.
- ❖ Conduct due diligence and own plan, design, execute and support Windows 7 and 10 migration project including SOE, Application Portfolio, hardware drivers, OS hardening and version control.
- ❖ Auditing customer current environment globally and identify hardware and software application compatibility with Windows 7/10 SOE including Microsoft Office 2013 / 365.
- ❖ Take ownership of hardware evaluation and testing and recommending solutions that improve the user experience, system stability, and increase productivity including developing Systems Acceptance Testing processes and procedures.
- ❖ Define, develop, and document image build processes including testing, QA, and pilot programs with full ownership of the master image using best practice for all task sequence using Microsoft SCCM.
- ❖ Write, Test, deploy and support custom code and scripts using VBScripts and PowerShell to automate routine tasks and processes.
- ❖ Design and implement application packaging standards, templates and best practices using Flexera Admin Studio tool.
- ❖ Develop and execute test cases part of IC, IQ and OQ process to certify Windows 10 and associated applications using HP Quality Center (QC).
- ❖ Plan, design and implement Juriba Dashworks application to manage Windows 7-10 operating system and Office 365 migration projects.
- ❖ Plan, design and implement Microsoft KMS (Key Management Service) to provide automatic activation to Windows 10 clients in customer network.
- ❖ Design and implement Microsoft LAPS (Local Admin Password Solution) to provide automatic management of Windows 10 client local administrator password centrally.
- ❖ Plan, design and implement MDT 2013 and SCCM 2012 for Image Engineering & deployment to manage Windows 7 and 10 migration projects.
- ❖ Design, implement and support desktop and application virtualization solutions based on Citrix, VMware and Microsoft technologies.
- ❖ Install, maintain & monitor Citrix XenApp based applications and make sure they are up-to-date with latest rollup hot fix and service packs.
- ❖ Perform VDisk updates to make sure all the VDI desktops are updated with latest OS patches & antivirus updated and applications.
- ❖ Design and implement User State Migration Tool (USMT) to capture and restore user data & settings.
- ❖ Design and implement device encryption solution for physical devices using Microsoft BitLocker.
- ❖ Plan, schedule, execute, and lead pharmaceutical validation project assignments including: implementation of new systems, remediation of legacy, and re-validation of existing computerized systems.
- ❖ Explore new technologies in desktop engineering including SCCM, MDT, Mobility and Application Packaging & Virtualization to deliver training to team via Webinars and Brain Cafe sessions.

- ❖ Create FAQs, Knowledgebase and Known error articles for end users and support teams on Windows 7/10, Image Engineering and Deployment, Application Packaging and Software Distribution.
- ❖ Create design and operational document on desktop engineering solution including High Level Design, Low Level Design and Standard Operating Procedures.
- ❖ Analyze Problem Management and Root Cause Analysis reports and search for trends and solutions to prevent future problems
- ❖ Mentor team of Application Packaging, Software Distribution, Citrix and VMware virtualization, Image Engineering and Windows Deployment.

**Mphasis Limited, Pune**

**December 2010 to April 2013**

**Principal Infrastructure Engineer**

- ❖ Served a Subject Matter Expert in End User Computing & Enterprise IT Infrastructure Management Services for large scale customer in Europe and America with Microsoft Technologies.
- ❖ Responsible for implementing & supporting virtual and physical computer & applications, operating system deployment, Application Packaging and deployment, SCCM 2007 implementation, Patch Management and automation Tools across multiple geographies.
- ❖ Design and deploy Microsoft SCCM 2007 features focusing on Software deployment, Patch and Asset management, Operating System deployment, Power Management and all other product offerings.
- ❖ Prepare and maintain application packages and related deployment tasks and OS level patches. Analyze risk and impact before deployment and mitigating through Pilot or other procedures.
- ❖ Package new/upgrade OS/application patches, ActiveX controls and deploy into the environment including evaluation, configuration, scripting, virtualization, testing and deployment.
- ❖ Build and manage application packages, collections, windows updates and assignments with SCCM 2007 console.
- ❖ Draft technical documents and formalize the desktop standards, installation details, processes and procedures, standard operating procedures and knowledge base related to computer configurations.
- ❖ Assist with the maintenance of software media, licenses and customization settings. Monitor, review, test and deploy software patches to workstations either real time or for scheduled or on demand distribution.
- ❖ Build complex and dynamic collections, queries and reports as required. Manage local and remote site boundaries, site systems, site roles, inter-site dependencies and communication. Apply new concepts, practices, technology and procedures.
- ❖ Desktop management including Standard Operating Environment, delivery of software, OS packages and security through Microsoft SCCM 2007.
- ❖ Windows 7 and Office 2010 readiness and compatibility assessment using ACT, MAP, OMPM, OCCI and Windows 7 upgrade advisor tools.
- ❖ Create and execute test cases to certify Windows 7 and associated applications including Office 2010 Enterprise.
- ❖ Design, install, configure and manage desktop and application virtualization solution based on VMWare.

- ❖ Responsible for creation and maintenance of all client group policy objects including security settings and operating system configuration.
- ❖ Implement Microsoft BitLocker for fixed and removable disk encryption eliminating the need for additional 3rd party solutions.
- ❖ Implement Moatis tool to monitor the performance and health and remediate if there are any events indicating any degradation of business critical systems.
- ❖ Mentor and develop skills of the team members by conducting regular weekly catch-up meetings and Chalk & Talk sessions.
- ❖ Create Change Management Request / RFC (Request for Change) for major technology upgrades, new activities or changes (addition/removal) in the existing IT environment.
- ❖ Defining, maintaining detailed technical documentation HLD, LLD, (SOPs for unknown and resolved issues, Processes) and Operational Standards.
- ❖ Contribute to prepare FAQs, Knowledgebase and Known error database on Windows 7, Application Packaging and Software Distribution.

**Unisys Global Services India, Bangalore**

**April 2009 to December 2010**

**System Analyst 3**

- ❖ Served as Subject Matter Expert for End-Point Management solutions, such as Microsoft System Center Configuration Manager 2007, Microsoft Deployment Toolkit 2008 and Altiris Deployment Solution for large global enterprise customers.
- ❖ Windows 7 Image Engineering, Operating System Deployment, Application Packaging & Deployment, Patch Management and automation using Microsoft System Center Configuration Manager 2007, Microsoft Deployment Toolkit 2008 and Altiris Deployment Solution for large global enterprise customers.
- ❖ Installation and Configuration of Windows 7 Image Engineering tools WAIK, WDS and MDT 2008 in large production environment.
- ❖ Design agreed Standard Operating Environment configurations for managed Hardware based on specified functional requirements and the image management procedure.
- ❖ Develop and maintain Standard Operating Environment images based on Windows 7 for managed Hardware, including historical versions.
- ❖ Execute enterprise level workstation imaging and deployment methodology through WDS, SCCM 2007, Altiris and Microsoft Deployment Toolkit 2008.
- ❖ Create and configure packages, programs, advertisement and collections in the SCCM 2007, LANDesk and Altiris environment as per requirement.
- ❖ Security updates distribution using WSUS, SCCM 2007 and LANDesk.

- ❖ Generate custom report using SCCM 2007 and other deployment tools based on customer requirement to monitor software distribution, operating system deployment success/failure rate and to generate hardware & software inventories.
- ❖ Implement and administer Safeboot, Pointsec and Symantec End Point Protection client/server to encrypt data for laptop users.
- ❖ Analyze high/critical issues that preventing deliver in SCCM/SMS related to operating system deployment, Applications Packaging, Image Engineering and Antivirus Solutions.
- ❖ Perform technical assessment of all software before packaging involving end to end validation of the legacy software on target platform before undergoing actual packaging.
- ❖ Application packaging and MSI troubleshooting utilizing either InstallShield or Wise Package Studio toolsets.
- ❖ Application packaging testing and troubleshooting using third party utilities as Prism, InstEd, Orca, Process Monitor, RegMon and FileMon.
- ❖ Perform testing on applications packaged by Unisys team within the guidelines defined according to the packaging standards.
- ❖ Perform VBScript based automated monthly Workstation Security Compliance check to meet industry standards level for Antivirus and security patches.
- ❖ Conduct training on new technology related to end user computing for the peers.
- ❖ Write FAQs, Knowledgebase and Known error articles on Windows XP/7, Image Engineering, Application Packaging and Software Distribution.
- ❖ Create design and operational document on image engineering & application packaging including High Level Design, Low Level Design and Standard Operating Procedures.

**IBM India Private Limited, New Delhi**

**February 2008 to April 2009**

**Customer Service Representative**

- ❖ Served as EUS Executive responsible to manage customer's workstation, operating system, application installation and maintenance for a large telecom client in Delhi region.
- ❖ Implement and maintain the desktop environment including the execution and delivery of end user service initiatives, projects and tier 3 production support for over 6,000 systems.
- ❖ Install and maintain Microsoft Windows XP using Symantec Ghost on more than 6,000 computers.
- ❖ Setup and configure Microsoft Deployment Toolkit 2008 (MDT) to install Windows Vista.
- ❖ Execute test cases to validate Windows Vista and MDT 2008 tools to enable enterprise operating system deployment.
- ❖ Install and support Windows Vista on more than 3000 computers in customer environment.
- ❖ Develop and executed on enterprise workstation imaging and deployment methodology for Windows XP and Windows Vista operating system and applications.
- ❖ Install, configure, and maintain technical systems based on Windows XP to support business processing requirements.

- ❖ Setup and configure SCCM 2007 using Operating System Deployment (OSD) for Windows XP and Windows Vista, included managing images for the different HALs on Windows XP
- ❖ Install and administer Safeboot client and server to encrypt data for laptop users.
- ❖ Implement Symantec End Point Protection 11 as standard software to replace multiple products providing antivirus and antispyware solutions.
- ❖ Install, upgrade and maintain application & patches on client computers using SMS 2003.
- ❖ Implement new OS and application patching standards and procedures utilizing Microsoft WSUS and SCCM 2007.
- ❖ Build custom scripts based on MS-DOS and VBScript to minimize manual efforts for performing daily tasks and checks.
- ❖ Inventory Collection, assessment and recommendation using Microsoft SMS 2003 and Microsoft Office Excel 2007 for reporting.
- ❖ Interact with regional Support Coordinators and Service Fulfillment Analysts to track and prioritize incidents and tasks in the ticket queues.
- ❖ Contribute drafting and updates to technical documentation, procedures and process definitions related to end user services.
- ❖ Conduct systems performance analysis and provide feedback to functional leads and colleagues in the Continual Service Improvement function.
- ❖ Receive and log support calls using HP Open View tool. Works with customer to assign initial severity level to the problem and initiates the case resolution workflow.
- ❖ Provide level 3 technical support when tickets are escalated from support groups in HPOV.

**United Health Group Info Services Pvt. Ltd, Gurgaon**

**April 2007 to February 2008**

### **Technical Support Analyst**

- ❖ Single Point of Contact for 3000+ users to provide implementation of all desktop technical solutions in a Microsoft Windows and multi-vendor application environment, work on assigned production break-fix activities, maintenance, project support, mobile and endpoint devices for operational efficiencies.
- ❖ Analyze, troubleshoot, and repair all computer desktop hardware and software incidents and fulfill service requests/work orders.
- ❖ Install, configure, and troubleshoot Windows operating systems, Microsoft Office & Outlook products, and provide application support to end-users, Backup and recovery of end-user data and files.
- ❖ Supports the configuration/ installation and general troubleshooting of operating system and software incidents including laptops, desktops, printers, and other messaging devices - BlackBerry and mobile phones.
- ❖ Operating System and Software installation using Altiris Deployment Solution.
- ❖ Installation, configuration and troubleshooting of Microsoft Outlook and Lotus Notes email Client.
- ❖ Installation, configuration and troubleshooting on network connectivity of Wireless Network Connection (Wi-Fi), VPN Client and Data Card on the laptop of the users.
- ❖ Maintenance of hardware, software, printing and network connectivity with Microsoft Windows XP Operating System.



- ❖ Create custom scripts based on MS-DOS and VBScript to reduce manual efforts and perform daily tasks.
- ❖ Install and maintain corporate applications with the use of scripted knowledgebase.
- ❖ Installation and configuration of Windows, creating users and group accounts, installation and configuration of network print server and maintenance of networking components.
- ❖ Develop and maintain deep technical understanding of all hardware and software applications in use across the business environment to have the necessary capacity to provide troubleshooting support.
- ❖ Support operating system and software's across the organization including office computers, and remotely supported company owned location.
- ❖ Proactively contribute new knowledgebase articles and update the knowledgebase.
- ❖ Work on HPSD for logging tickets and transfer them to correct queue for further processing/troubleshooting.
- ❖ Work closely with the US counterpart & other geographical offices to ensure proper standards across the business and to reduce duplication of effort and resources.
- ❖ Propose the best possible technical solution to the business owners & implement the same when needed.
- ❖ Acted as a Liaison with internal departments and teams to determine user requirements, execute projects, set service standards and ensure users satisfaction.

## **Info Services**

**March 2006 to April 2007**

### **Desktop Support Engineer**

- ❖ Served as Desktop Support Engineer at one of the IBM location in Delhi.
- ❖ Installation, configuration, and ongoing maintenance and usability of desktop/laptop computers, printers, handheld/mobile devices, peripheral equipment and software within established standards and guidelines for 500+ users.
- ❖ Install, upgrade, support and troubleshoot Windows 2000 and Windows XP, IBM Lotus Notes and any other authorized desktop applications.
- ❖ Installation and Configuration of Wireless Client (IBM Access Connections 3.71 and Think vantage Access Connections).
- ❖ Installation and configuration of AT&T Network Client (VPN Client)
- ❖ Installation and configuration of IBM ThinkPad and desktops with Windows XP and Win2000 with special package named Client 4 E-Business (C4EB).
- ❖ Install, upgrade, support and troubleshoot enterprise applications hosted on Windows Server 2000 and 2003.
- ❖ Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, application servers, and administrative systems
- ❖ Diagnose and resolve a wide range of Windows applications and networking problems to minimize downtime.
- ❖ Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorized peripheral equipment.
- ❖ Automate daily tasks with the help of custom scripts Windows Batch Scripting (MS-DOS) to reduce manual efforts.
- ❖ Perform general preventative maintenance tasks on computers, laptops, printers and any other authorized peripheral equipment.

- ❖ Monitoring, operating, managing, troubleshooting and restoring to service any system that has authorized access to the network.
- ❖ Testing of software updates and patches to support applications and various operating systems.
- ❖ Leverage internal technical expertise, including peers, mentors, knowledge base, community forums and other internal tools to provide the most effective solutions to customer issues related to applications and operating systems.
- ❖ Create new knowledgebase articles on Windows XP, Microsoft Office and other tools used by end users to capture new learning's for reuse throughout the organization.
- ❖ Participate in technical communications within the Technical Support Team to share best practices and learn about new end user technologies.

## **Parsec Technologies Limited**

**October 2005 to March 2006**

### **Executive – Technical Support (Product Business)**

- ❖ Served as Technical Support Executive for Phone Dialer software known as Paragon Call Center.
- ❖ End-to-end implementation of International and Domestic Call Center, which includes the integration of voice and data.
- ❖ Implement Parsec's Paragon Call Center application suite in client/server modes and provide post implementation support for the application.
- ❖ Installation and support for desktops with Windows XP at the client locations.
- ❖ Test and install hardware drivers for the devices integrated with Paragon Call Center applications.
- ❖ Integration of the Parsec's Paragon Call Center application with dialogic card and VOIP gateways.
- ❖ Installation of Microsoft SQL server 2000 and maintain database integrated with Paragon Call Center application.
- ❖ Test Dialer Calls Flow through Audio Codes, whether calls are properly connected by observing the Logs.
- ❖ Test patches before it gets delivered to customer to resolve the bugs in existing software version or as a new feature requirement.
- ❖ Test Case execution on back end database (SQL Server) as well, after connecting it with our product module GUI's.
- ❖ Check whether data is updated (insertion, deletion) in SQL correctly or not with various operations performed at GUI's
- ❖ Write MS Excel VBA Macros to fetch custom reports from backend application and perform automated analysis of call history & performance data.
- ❖ Provide resolution of problems and troubleshooting of software issues through conversation over phone, using chat tools, accessing remotely, and if required visiting the client sites.
- ❖ Handle end-to-end implementation of International and Domestic Call Center, which includes the integration of voice and data.
- ❖ Responsible for all technical support related aspects at a specific customer: escalations, fleet performance, system installations, improvement programs and upgrades.

- ❖ Contribute to the company knowledgebase regarding Known Errors and solutions on Paragon Call Center software and Microsoft SQL database for technical problems by writing and updating documentation for internal and external use.
  - ❖ Assist and educate new employees with customer questions, company policies and system problems.
  - ❖ Deliver training to customer staff on Paragon Call Center software functionality and known error troubleshooting.
  - ❖ Provide feedback to the product managers towards improvement in the product and its components.
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## **EDUCATION**

- ❖ Diploma in Computer Engineering in 2005 from Ambedkar Polytechnic, Board of Technical Education, Delhi.
  - ❖ MCSE: Desktop Infrastructure Solutions Expert
  - ❖ ITIL V3 Foundation Certified
  - ❖ Microsoft Certified Technology Specialist (MCTS): Administering and Deploying System Centre 2012 Configuration Manager (70-243)
  - ❖ Microsoft Certified Technology Specialist (MCTS): System Center Configuration Manager 2007, Configuration(70-401)
  - ❖ Microsoft Certified Technology Specialist (MCTS): Windows 7, Configuring (Exam 70-680)
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## **PERSONAL DETAILS**

<b>Full Name</b>	Kamal Goyal
<b>Date of Birth</b>	03 June 1984
<b>Nationality</b>	Indian
<b>LinkedIn Profile</b>	<a href="http://www.linkedin.com/in/goyalkamal">www.linkedin.com/in/goyalkamal</a>
<b>Website</b>	<a href="http://www.kamalgoyal.com">www.kamalgoyal.com</a>