

## **Profile**

- User Experience Designer with diverse experience in the areas of Information Technology, Visual & Web design, and Data Analysis.
- Demonstrated analytical & visual design skills coupled with exceptional communication and relationship management abilities.
- Experience of working under cross-cultural and multi-lingual environments.
- Possess sound understanding of Service Resolution process, and ability to provide effective business solutions to clients, depending upon their technical requirements.
- Equally comfortable in working under independent & team-based environments.

## **Academic Record**

- User Experience Design Immersive from General Assembly, San Francisco (2015)
- Bachelor in Business Administration with Honours (BBA, Honours) from Trent University, Peterborough, Canada in August, 2006. Awarded degree with 76.8% session average over four years (2002-2006).
- CISCO Certified Network Associate: 640-802 - May, 2008 at New Delhi (91%).
- McAfee Sales Advocate GP Certifications in “Web & Email Security”, “Data Protection” and “Professional Risk and Compliance”
- McAfee Technical GP Certifications in “Professional Data Protection”, “Network Defence”, “Risk & Compliance”, and “Systems Security” - April, 2011.
- Thales nShield Certified Systems Engineer certification - August 2011 at Milpitas, California.

## **Technical Skills**

- Adobe Creative Suite, Omnigraffle, Axure, and Sketch.
- Wordpress, Drupal, and HTML5.
- CCNA (Cisco Certified Networking Associate) Verification 396013306319CKZN.
- Familiarity with Microsoft 2000/NT/XP OS and Active Directory.
- SQL/PL-SQL, Oracle 8.0 with Developer 2000 certification.
- Microsoft Office 2013 (High proficiency in Excel and Access)

## **Experience with Cisco Systems**

*October, 2015 to Current: Product & User Experience Designer*

- Concept and design new products and features to improve Cisco’s current offerings.
- Execute on all aspects of design: interaction, visual, product.
- Collaborate with designers, engineers, and business development to create impactful products and features.
- Concept strategies, storyboards, and wireframes that illustrate ideas.
- Work with Technical SME's to design sales collaterals.
- Be an advocate for the user in the execution client-facing deliverables.

## **Experience with Studio Trent**

*February, 2013 to Current: Creative Director*

- Entrepreneurial venture started in 2011.
- Created and maintained website for Education Minister of New Delhi.
- Worked with fashion retailer to design website and branding.
- Created extensive SM graphics material for official pages of a national political party
- Designed logo for Constellation Brands Inc., and other clients
- Hosting & Support of multiple websites and email administration.

## **Experience with Indian Railways**

*November, 2013 to August, 2015: Data Analyst*

- Capturing data from various sources and analysing them for any delay caused in remittance.
- Ensuring that all earnings from North Indian Operations of Railways (passenger and goods freight) are being reconciled with bank deposits.
- Distribution of revenues received by E-Auction to various units across India.

### **Experience with Opera Solutions**

*April, 2011 to October, 2013: Technical Support Specialist*

- Worked as system administrator and Citrix specialist. Responsible for managing and creating users on MS Exchange, AD, Blackberry Server, and Global-Scape EFT.
- Responsible for resolution of various IT incidents and requests as a level-II tech.
- Performed pivotal role in deployment of IT Service Management TrackIT tool.
- Used Numara Track-It 10.5 to track, resolve and escalate issues.
- Administer AD user accounts, rights, security and distribution groups, securing resource with NTFS permissions and file permissions.
- Maintained server components and vulnerability patch installations, IIS management, Event Viewer and log file analysis.

### **Experience with Wave Strong Inc.**

*November, 2010 to November, 2011: Project Manager*

- Responsible for site inspection, policy evaluation, and recommendation of requirements to comply with Microsoft's Public Key Infrastructure standards with various clients.
- Deployment and maintenance of Thales nCipher Edge device for encryption requirement of 4 different clients in Telecom and Television broadcast industry.
- Responsible for liaison between Microsoft and clients for Public Key Infrastructure Readiness and standalone/online Certificate Authorities for Cryptographic Private Keys.
- Primary participant in creating policies and procedures for new Public Key Infrastructures and field engineers to follow for consistently delivered encryption security and compliance.

### **Experience with Dell (Perot Systems)**

*July, 2008 to August, 2010: Analyst, Service Desk (Backup Team Leader)*

- Senior level Analyst for a myriad of duties including diagnose and resolution of incidents & requests regarding technical issues by following best ITIL practices and recording them through BMC Remedy tool.
- Coordinated hiring events by taking screening interviews, and communication evaluations.
- Trained 5 service desk associates on Aptuit Account as dedicated trainer.
- Created analytical SLA/CSAT reports for 3 different service desk teams.
- Attended Client Satisfaction Lecture & ITIL Foundation lecture on Perot campus.
- Received "Perot - Pat on the Back" Award in September, 2008.
- Received publications on multiple occasions in Perot Client Accolades.

### **Experience with TD Canada Trust, Canada**

*August, 2006 to April, 2008: "Branch Service Representative" Calgary, Alberta*

- Managed a team of 8 representatives to execute transactions up to \$15,000.
- Handled branch cash administration including foreign currencies, in capacity of Second Officer for combinations to all vaults, safes, and dispensing units; including end of day secure desk procedures including cheque reconciliation and cash balancing.
- Completed all audit requirements in compliance with banking applications & procedures.
- "Customer Service Star Award" for exceptional customer service, contribution to team, and outstanding initiative in the workplace for quarter ending June'07.
- "Letter of Appreciation" for recording highest CSR sales in Prairie Region (Alberta, Manitoba and Saskatchewan) for quarter ending Apr'07.

### **Experience with Indian Railways**

*January, 1997 to August, 2002: Analyst at IT Department, New Delhi Headquarters.*

- Handled the installation and maintenance of LAN hardware, daily data backups and troubleshooting of network and computer peripherals.
  - Developed an in-house business application using Visual FoxPro for automating prioritization and archiving of internal confidential documents.
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#### *Languages:*

Intermediate in German.

Proficient writing skills in Hindi, Punjabi, and English.

*References:* Academic and Professional references to be furnished upon request.