

Vivek Trivedi

IT Infrastructure & Cybersecurity | Microsoft Certified | AWS Solutions Architect

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SUMMARY

Experienced IT infrastructure professional with 17+ years of expertise in system administration, network management, and cybersecurity. Recently certified as an AWS Certified Solutions Architect - Associate, demonstrating a strong commitment to cloud adoption and future-ready IT solutions. Proven ability to manage enterprise IT environments, optimize infrastructure, and collaborate with cross-functional teams.

Eager to leverage AWS cloud concepts in practical environments to expand expertise in cloud infrastructure management.

PROFESSIONAL EXPERIENCE

Graphite India Limited

Deputy Manager - IT

August 2021 - Present, Kolkata

- Optimized IT hardware and network environments to enhance efficiency and reduce costs.
- Orchestrated Microsoft 365 implementation, enhancing enterprise-wide communication and collaboration.
- Deployed OS Ticket from scratch, improving helpdesk operations and increasing ticket resolution efficiency.
- Administered Sophos Firewall and Trend Micro Email Security Gateway, ensuring robust network security.
- Acted as the Single Point of Contact (SPOC) for the VAPT exercise, coordinating cross-functional teams to identify and mitigate critical vulnerabilities, strengthening enterprise security.

Microtech Solutions

Operations Manager - IT

April 2014 - August 2021, Kolkata

- Led infrastructure design and technical support for SMB clients, managing Microsoft 365, Windows Server environments, and Thin Clients (Linux/Windows). Directed field engineers, ensured ticket resolution within SLA, and handled IT procurement by engaging with vendors for optimal pricing and delivery.
- Oversaw firewall deployments (Sophos, SonicWall, Cisco) and cloud-based solutions to improve uptime, security, and client satisfaction.
- Oversaw team of 7–8 engineers: assigned tasks based on skills, priority, and SLA.
- Managed vendor sourcing, cost negotiation, and material delivery across projects.
- Directed technical audits, client engagement, and pre-sales solution planning.

Panther Technologies Private Limited

Manager Operations - IT

April 2010 - March 2014, Kolkata

- Managed end-to-end IT infrastructure for SME clients—firewalls (UTM), VPNs, and LAN/WAN.
- Supervised a team of engineers, allocating support cases to meet SLA.
- Performed Windows Server deployments and cabling setup.
- Handled technical audits, client onboarding, and physical security systems like CCTV and biometrics.
- Delivered exceptional service standards, achieving a 90% year-on-year client retention rate and solidifying long-term partnerships.

Field Engineer

April 2007 - March 2010, Kolkata

- Provided timely IT solutions, including system administration and network management.
- Installed and configured Microsoft Windows OS and server environments for clients.

PROFESSIONAL CERTIFICATIONS

- AWS Certified Solutions Architect – Associate
- Microsoft Certified Professional
- Microsoft Certified Technology Specialist (Windows Server 2008 – AD & Network Infrastructure)
- Cyberoam Certified Network & Security Professional (CCNSP)

LEGACY CERTIFICATIONS

- Microsoft Certified Systems Administrator – Windows Server 2003
- Microsoft Certified: Exchange Server 2007 – Configuration

CORE COMPETENCIES

- IT Infrastructure Management
- Cloud Computing
- Microsoft Windows (Server OS & Client OS)
- Cybersecurity & UTM Firewall Management
- Backup Solutions
- Email Solutions: Microsoft 365, G-Suite
- Network Administration

SOFT SKILLS

- Problem Solving
- Team Leadership
- Client Relationship Management
- Cross-Functional Communication
- Adaptability

EDUCATION

BSc in IT
Sikkim Manipal University

LANGUAGES

English, Hindi, Gujarati, Bengali

PERSONAL DETAILS

- Nationality: Indian