Anmol Kumar

Nationality: Indian   **Date of birth:** 05/11/1994   **Gender:** Male

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ABOUT ME

Solution-oriented and qualified IT professional with extensive experience in international organizations. Passionate about all aspects of innovation, technology, and management, with a strong focus on driving results and implementing effective solutions.

WORK EXPERIENCE

IT Service Delivery & Support Engineer
Lilium GmbH [05/2024 – Current]

City: Munich | **Country:** Germany

- Service Delivery Management
  - Managed end-to-end IT service delivery, ensuring seamless support for critical business applications and infrastructure
  - Coordinated with cross-functional teams to implement IT service improvement plans aligned with business goals
  - Monitored IT service performance against established SLAs (Service Level Agreements) to ensure consistent quality of service

- Incident and Problem Management
  - Led the resolution of complex technical issues, managing incidents and service requests through to resolution in a timely manner
  - Identified recurring issues, conducted root cause analysis (RCA), and developed long-term solutions to reduce ticket volume and improve system stability
  - Escalated critical issues to appropriate teams and provided regular updates to stakeholders
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- Technical Support
  - Delivered 2nd and 3rd level support for IT infrastructure (servers, network, cloud systems, etc.) and end-user systems, including remote and in-person assistance
  - Utilized service management tools like ServiceNow/Jira to log, track, and resolve support tickets
  - Provided expert troubleshooting for hardware, software, and network-related issues, reducing system downtime and ensuring operational continuity
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- Infrastructure & System Management
  - Assisted in maintaining and configuring the company's IT infrastructure, including servers, and virtualization technologies
  - Supported cloud-based systems such as Azure, ensuring availability, performance, and scalability

- Process Improvement & Automation
  - Proactively identified opportunities for process improvements, including automation of recurring tasks to increase efficiency
  - Developed and optimized IT service workflows, ensuring compliance with ITIL processes

- Collaboration with Vendors
  - Liaised with third-party vendors and service providers to manage external support, resolve technical issues, and negotiate service contracts

- IT Security & Compliance

- Ensured compliance with company security policies, by implementing and monitoring security measures
- Participated in regular security audits and vulnerability assessments, assisting in the remediation of identified risks

- User Training and Documentation
    - Conducted end-user training sessions on new software, tools, and IT security practices to improve overall IT literacy
    - Developed and maintained documentation for systems, processes, and procedures, ensuring knowledge transfer within the team

- Project Support
    - Supported IT-related projects, collaborating with project teams to deploy and integrate new systems and technologies
    - Contributed to IT service transition processes, ensuring smooth handover from project implementation to operational support

Working Student, Infrastructure & Digital Workplace

PharmaLex GmbH [04/2022 – 03/2024]

City: Mannheim | **Country:** Germany

- Responsible for managing Azure Infrastructure including creation, deletion of new resources and upgradation of existing resources based on application requirement (Azure Virtual Desktop)
- Intune and Endpoint management – policy creation, application distribution, device management
- Support in Identity and Access Management, including MFA, RBAC, encryption policies
- Support in migration and integration to organization's IT environment
- User creation and deletion on on-premises and Azure Entra ID
- Microsoft Admin Center – Exchange, Teams, and SharePoint
- Support related to BfARM certificates to internal and external clients
- Responsible for managing Cloud and DC Operations
- Support to international offices spread across more than 15 countries
- Responsible for onboarding and offboarding of users
- Local IT support

Senior Specialist, Information Technology

PharmaLex India Pvt. Ltd. [03/2021 – 04/2022]

City: New Delhi | **Country:** India

- Handling, configuration, and update of Remote Desktop
- 24*7 monitoring of DC, Network & Storage Infrastructure and supporting maintenance
- Responsible for managing Windows Services which includes AD Operations, File Server Management, Microsoft Exchange operations based on service request framework
- Handling of incidents for end-users
- Vendor coordination for hardware failure and network outages to ensure 100% uptime in DC services
- Conducting disaster recovering
- Responsible for managing Cloud based Citrix infrastructure for remote users
- Responsible for managing collaboration services issues including MS Teams, Skype for Business, ShareFile, OneDrive
- Responsible for remote onboarding and offboarding
- Responsible for managing cloud and DC operations
- Provide support to 17 offices across 15 countries
- Responsible for managing Azure Infrastructure including creation of new resources and upgradation of existing resources
- Handling of incidents, Managing AD Operations

Specialist, Information Technology

PharmaLex India Pvt. Ltd. [08/2019 – 03/2021]

City: New Delhi | **Country:** India

- Responsible for managing cloud and DC operations
- Provide support to 17 offices across 15 countries
- Responsible for managing Azure Infrastructure including creation of new resources and upgradation of existing resources
- Handling of incidents, Managing AD Operations

IT Support Executive

Vayam Info Pvt. Ltd. (Franchise of Wipro Ltd.) [09/2017 – 08/2019]

City: New Delhi | **Country:** India

- Provide 24*7 technical support
- Manage Customer site including VIP users
- Prepare daily network and AV device checklist
- Cisco Telepresence issue and vendor management
- Manage incidents and service requests
- Coordinating outages call and working towards resolving incidents
- Responsible for supervision of field maintenance operation
- Handle VPN issues
- Support on mobile iron and other mobility applications

Associate

HCL India Pvt. Ltd. [04/2016 – 09/2017]

City: New Delhi | **Country:** India

- Providing end user support
- Responsible for handling HIS support, VIP support, Event management, Vendor management
- Responsible for carrying out compliance activities, asset audit and handling security incidents
- Handling of incident and service requests

Field Engineer

IDC Pvt. Ltd. [06/2015 – 12/2015]

City: Ludhiana | **Country:** India

- Providing support for alarm simulation process of Reliance towers
- Providing hardware details of towers as per given location
- Troubleshooting issues during alarm simulation process

EDUCATION AND TRAINING

Master's in Business Management, Specialization in International Information Technology Management

Hochschule der Wirtschaft für Management [2022 – 2024]

City: Mannheim | **Country:** Germany

B.C.A. (Bachelor of Computer Applications)

RIMT College, Punjab Technical University [2012 – 2015]

City: Ludhiana | **Country:** India

ITIL 4 Foundation Certified

PeopleCert

Microsoft Certified Azure Administrator Associate
Microsoft

LANGUAGE SKILLS

Mother tongue(s): Punjabi

Other language(s):

English
LISTENING B2 **READING** B2 **WRITING** B2
SPOKEN PRODUCTION B2 **SPOKEN INTERACTION** B2

Hindi
LISTENING C2 **READING** C2 **WRITING** C2
SPOKEN PRODUCTION C2 **SPOKEN INTERACTION** C2

German
LISTENING A1 **READING** A1 **WRITING** A1
SPOKEN PRODUCTION A1 **SPOKEN INTERACTION** A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Certified Azure Administrator / ITIL 4 Foundation Certified / Modern Workplace / Office 365 Administrator / Active Directory / IT Security / Remote desktop & Remote assistance / System Administration / Resource Scaling / incident management / Service Now / Atlassian stack (Jira, Confluence, ...) / Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access / Identity and Access Management (IAM) / Privilege Access Management (PAM) / IT Service Delivery / IT Support / 2nd Level IT Support / ITIL IT Service Management (ITSM)

PROJECTS

Master Thesis - Security and Compliance in Cloud Environment As a part of my Masters' degree, I wrote my Master Thesis for "Security and Compliance in Cloud Environment". Objectives of this Master Thesis were:
- Investigate the implications of excessive global admin privileges
- Identify approaches for achieving alignment of response and monitoring
- Propose strategies for effective resource scalability and cost optimization
- Explore the factors influencing the effectiveness of security trainings

PUBLICATIONS

[2024]

Security and Compliance in Cloud Environments Write here the description...

Anmol Kumar, 2024, Security & Compliance in Cloud Environments, REAL CORP 2024, p. 457 - 468

Link: https://archive.corp.at/cdrom2024/en/papers.html#K