

Resume

Satpal

Professional Summary

Senior IT Engineer with 9 years of experience in ERP Support, IT Infrastructure Management, System Administration, Networking, Cybersecurity, and Technical Support. Experienced in managing enterprise IT environments, including servers, workstations, printers, network infrastructure, firewalls, storage systems, and business applications, while ensuring secure and reliable IT operations.

Skilled in ERP application support, Windows administration, network troubleshooting, firewall management, hardware and software troubleshooting, user and access management, software deployment, backup and recovery, and infrastructure monitoring. Proven ability to resolve complex technical issues, minimize downtime, provide effective end-user support, and coordinate with cross-functional teams and vendors.

Strong problem-solving, analytical, communication, leadership, and team coordination skills, with a focus on delivering reliable IT solutions, improving operational efficiency, maintaining IT security, and supporting business continuity.

Skills

Technical Skills

- IT Infrastructure Management
- Network Management & Troubleshooting
- Server Administration & Management
- Storage & Backup Solutions
- Database Management & Support
- Firewall & Network Security Management
- Antivirus & Endpoint Security
- Backup & Disaster Recovery
- ERP Application Support – QAD, Snap soft, Oracle, SAP
- IoT Implementation & Support
- Windows Administration – Windows 7, 8, 10, 11
- Linux Administration & Troubleshooting
- Hardware & Software Troubleshooting
- Software Installation, Deployment & Configuration
- User & Access Management
- Infrastructure Monitoring
- IT Security & System Hardening
- Programming / Web Technologies – HTML, CSS, C#, Python, PHP

Management & Leadership Skills

- Project Management
- Team Leadership & Coordination
- Vendor Management
- IT Operations Management
- Resource Management
- Budget Planning & Management
- Procurement & Commercial Coordination
- Cross-Functional Team Coordination

Compliance & Audit

- IT Policies & Procedures
- IT Audit & Compliance
- Regulatory Compliance
- Information Security Controls
- Security Policy Implementation
- IT Documentation & Record Management

Analytical & Problem-Solving Skills

- Technical Troubleshooting
- Root Cause Analysis
- Incident & Problem Management
- Performance Monitoring
- Capacity Planning
- System Optimization
- Risk Identification & Mitigation
- Preventive & Corrective Maintenance

Education

- Bachelor of Computer Application from Himachal Pradesh University, Shimla (2013 - 2016).
- Diploma in Computer Software (DCS) From Aptech (2012)
- 12th from HPBOSE Dharamshala(2011).
- 10th from HPBOSE Dharamshala(2008).

Professional Education

Google Cybersecurity Professional Certificate – Google/Coursera

Key Skills Gained:

Cybersecurity: Security Monitoring, Threat Detection, Incident Response, Vulnerability Management, SIEM, IDS/IPS, Risk Assessment, Security Controls

Network Security: Firewall, VPN, NAT, VLAN, Network Segmentation, Traffic Analysis

Security Tools: SIEM, Wireshark, IDS/IPS, Endpoint Security

Technical: Linux, Python, SQL, Windows/Active Directory

Governance: Security Policies, Access Control, Backup & Disaster Recovery, ISO 27001 Fundamentals

Microsoft Azure Administrator (AZ-104).

Key Skills Gained: Azure Virtual Machines (VMs), Azure Virtual Networks (VNet), Subnets, Network Security Groups (NSG), Azure Storage Accounts, Blob Storage, Azure Files, Resource Groups, Azure Portal, Microsoft Entra ID (Azure AD), Azure Monitor, Network Watcher, Azure Backup & Recovery, Azure Policy, Identity & Access Management (IAM), Azure CLI, PowerShell, VM Availability, Scalability, and Azure Resource Management.

Generative AI Foundation Certificate.

Key Skills Gained: Generative AI fundamentals, basic and advanced prompt engineering techniques, application of Generative AI for research, learning and content creation, AI-assisted analysis and presentation, Generative AI-based problem-solving, and AI-driven automation.

Work Experience

Currently Work Experience: Mar'2025 to till Now

Company: Kay Jay Forging Ltd Ludhiana.

Kay Jay Forgings is leading manufacturers, exporters & suppliers of forging parts, automobile components, precision sheet metal components, auto engine parts.

Designation: IT Engineer, Infra, Erp, Security, Hardware, Networking & others.

Reporting: IT Head.

Previous Work Experience: JAN'2021 to Feb'2025

Company: MT Autocraft Pvt Ltd.Parwanoo (H.P)

MT Autocraft is a prominent supplier of automotive machine components & assemblies. As one of India's leading manufacturers, we specialize in producing high-quality transmission Shifting Shafts, Shifter Forks, Shift Towers, & various machined components for the Automotive and Farm industries.

Designation: Sr.IT Engineer.

ERP,IT Infra, Firewall ,Security, Hardware, Networking & others.

Team Size: 5

Reporting : IT Head.

Previous Work Experience: Nov'2017 to Dec'2018

Company: Ziptel IT Solutions Pvt Ltd. – Baddi

Ziptel is a leading company offering IT Infrastructure Services. We provide real-time networks which facilitates industries to integrate & interact with other businesses,

Designation: Ex.Engineer

Previous Work Experience Sep'2016 to Oct'2017

Institute : SIVT Sarkaghat under C-DAC

Designation: IT Faculty

Projects

I.T Infrastructure, ERP & other Projects:

I've been deeply engaged in managing various aspects of IT infrastructure, including security, hardware, software, networking, & other implementation & commercial requirements, ensuring alignment with the company's requirements. My responsibilities have also encompassed conducting thorough analyses & staying abreast of market trends to incorporate the latest technologies into our systems.

Project: ERP Software Implementation at MT Autocraft Group

March 2022 – February 2025

- Led the implementation of QAD & Evolve ERP systems across the MTA Group, with a focus on both technical infrastructure and software deployment.
- Collaborated with third-party vendor 'M/s Aliter Business Solutions' to ensure smooth project execution.
- Managed cloud hosting on Microsoft Azure, including secure connections from all plants via Tunnel technology.
- Automated payment processes using local gateway servers in Windows environments with FTP protocols.
- Streamlined gate entry documentation and attachment processes within the Evolve ERP system.
- Customized customer barcode and QR code setups according to specific requirements.
- Oversaw API integration between QAD & Evolve, aligning with business needs.
- Finalized commercials and handled updates for new system requirements.

Project: Email Migration – Google Workspace at MT Autocraft Group

January 2024

Role: Project Lead/Team Member

- Led the migration of over 200 company email accounts from Basic to Standard Google Workspace, ensuring seamless data transfer and zero loss of emails.
- Coordinated with internal teams and Google Workspace support to ensure smooth project execution.
- Developed a detailed migration plan, including data backup, user communication, and post-migration support.
- Managed troubleshooting and resolved issues promptly, maintaining minimal downtime during the transition.

Project: HRMS (Payroll) Software Implementation at MT Autocraft Pvt. Ltd.

November 2023 – July 2024 Role: I.T Coordinator

- Collaborated with M/s Dexciss Technology Pvt. Ltd. for the successful implementation of HRMS/payroll software.

Data Management:

- Facilitated migration by extracting and providing historical employee data from legacy systems, ensuring accuracy and completeness throughout the implementation process.
- Oversaw smooth integration and successful implementation of the software, completing the project within specified timelines and budget constraints.

Commercial Negotiation:

- Led negotiations with Dexciss on software costs, user licenses, and post-implementation support services, securing favorable terms for the organization.
- Managed contract negotiations to optimize licensing fees and ensure long-term scalability, balancing cost efficiency with feature fulfillment.

Project: Acronis Cyber Protection Implementation at MT Autocraft Pvt. Ltd.

July 2023

- Implemented Acronis Cyber Backup Cloud to protect over 150 systems across the organization.
- Utilized advanced anti-ransomware technology to safeguard data and systems in various environments, including physical, virtualized, on-premises, and cloud setups.
- Ensured comprehensive data protection across more than 20 platforms, enhancing overall cybersecurity posture.

Project: Digitization in Production at MT Autocraft Pvt. Ltd.

December 2023 – August 2024

Overview:

- Implemented digitization across three plants: Parwanoo, Rohtak, & Barotiwala, enhancing production efficiency & data visibility.

Machines Involved:

- Integrated various machines, including Induction Hardening, VMC, CNC, and others, into the digitization framework.

IoT Integration:

- Deployed IoT devices such as sensors, actuators, and smart machines to collect real-time data on equipment performance, product quality, and environmental conditions.

Interconnectivity:

- Leveraged Industry 4.0 principles to ensure seamless connectivity and communication between machines, systems, and personnel, enabling real-time monitoring, remote control, and enhanced collaboration across the production network.

Role & Responsibility

- Mail Management Hosting & Migration: Oversaw the hosting and migration of email services to ensure smooth transitions with minimal disruption.
- ISP/ILL Management: Managed Internet Service Providers (ISP) and Internet Leased Lines (ILL) for optimal connectivity and performance.
- Windows/Server Environment Management: Administered Windows server environments, ensuring system stability and security.
- ERP Implementation & Support: Led ERP software implementation projects and provided ongoing support to users.
- IT Remote Support: Delivered remote IT support to troubleshoot and resolve user issues efficiently.
- Face Reader Machine Setup: Installed and configured face reader machines for MTA Group.

Cloud Platforms

- Gained hands-on experience with major cloud service providers, including Amazon Web Services (AWS) & Microsoft Azure.
- Implemented cloud storage, computing, and networking solutions to enhance scalable business process.

Profile

Address: Vill -Barot PO & Tehsil- Baldwara.
Distt -Mandi Pin -175033(H.P)

Languages

English

Limited Working Proficiency

Hindi

Full Professional Proficiency

Find me online

✉ satpalbhatia01@gmail.com

📞 9805479163.

Portfolio : www.satpalbhatia.com

DOB : 28/09/1992
Gender : Male
Marital Status : Married
Notice Period : 2 Month

Signature

