

ARNAV KOUNDAL

Unix/Linux & Global Access Management (GAM) Senior Analyst

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PROFESSIONAL SUMMARY

Unix/Linux & Global Access Management (GAM) Senior Analyst with experience supporting enterprise infrastructure, Azure Active Directory (Azure AD), global access management, user lifecycle management, server operations, patching, incident resolution and client support in international project environments. Skilled in identity and access administration, Microsoft Azure, Unix/Linux, VMware, monitoring and troubleshooting, with a strong focus on service quality, process adherence and cross-functional collaboration. Currently completing a Bachelor of Computer Applications (BCA) and preparing to pursue an MBA in Supply Chain & Logistics Management, with an interest in technology-enabled operations, service delivery, process coordination and global business environments.

CORE SKILLS

- **Identity & Access Management:** Azure Active Directory (Azure AD), Global Access Management (GAM), User Management, Access Administration, PIM
- **Unix/Linux Administration:** Red Hat, Oracle Linux, SUSE, Patching, User & File Management, Deployment, Monitoring, Troubleshooting
- **Cloud & Virtualisation:** Microsoft Azure, Server Patching, Snapshot Management, Resource Tagging, VMware
- **Operations & Service Management:** Incident Management, Client Issue Resolution, Escalation Management, Security Compliance, Data Center Operations
- **Monitoring & Tools:** SCOM, SolarWinds, Console Operations, Vulnerability Troubleshooting
- **Business & Operations Strengths:** Process coordination, stakeholder communication, documentation, problem solving, cross-functional collaboration, global client support

CAREER START – HCLTECH TECHBEE PROGRAM

HCLTech TechBee – Early Career Technology Program

- Started my professional journey with HCLTech through the TechBee early-career pathway after successfully clearing the selection assessment and interview process.
- Completed structured technology and professional training designed to build job-ready skills, followed by transition into a full-time role with HCLTech.
- Began my Bachelor of Computer Applications (BCA) alongside my professional career, developing academic knowledge and practical IT experience simultaneously.
- This early work-study journey provided hands-on exposure to enterprise technology, client environments, professional communication, problem solving and structured service delivery from the beginning of my career.

PROFESSIONAL EXPERIENCE & PROJECTS

Unix/Linux & GAM (Global Access Management) Senior Analyst | HCL Technologies, Noida | September 2023 – Present

- Administer Unix/Linux servers supporting patching, monitoring, security compliance and operational continuity.
- Manage Azure Active Directory and global access management activities, including user management and access administration.
- Support user lifecycle activities and resolve client access, system and infrastructure issues in accordance with operational processes and service requirements.
- Perform Microsoft Azure operations including server patching, vulnerability resolution, snapshot management, resource tagging and Privileged Identity Management (PIM) role administration.
- Manage VMware operations including snapshot creation/deletion and console access; support deployments, file systems and PCA clone operations.
- Monitor enterprise environments using SCOM and SolarWinds; investigate incidents, troubleshoot issues and coordinate timely resolution.
- Collaborate with Microsoft engineers and cross-functional teams on critical escalations and client-impacting issues.
- Work in a global client environment, strengthening skills in stakeholder communication, structured problem solving, process adherence and service delivery.

Brisbane City Council (Australian Government Project) | Infrastructure & Cloud Operations

- Provided infrastructure and cloud operations support for a global public-sector client environment.
- Supported operational coordination, issue resolution and technology service delivery in an international project setting.

Dune Din City Council (New Zealand Project) | Unix/Linux & GAM Operations Support

- Supported Unix/Linux and global access management activities for a New Zealand public-sector project environment.
- Contributed to user/access management, incident resolution, operational support and coordination of client requirements.
- Applied structured troubleshooting and process-driven service delivery to support continuity of business operations.

EDUCATION

- **Bachelor of Computer Applications (BCA) | Amity University, Noida, Uttar Pradesh | July 2023 – 2026**
- **CGPA: 8.07 / 10**
- **Senior Secondary (Class 12), Science – Non-Medical | Priyadarshi School, Palampur, Himachal Pradesh | April 2022 | 91.60%**
- **Secondary (Class 10) | Kendriya Vidyalaya, Palampur, Himachal Pradesh | April 2020 | 71.20%**

CAREER DIRECTION

- MBA target: Supply Chain & Logistics Management
- Interested in technology-enabled operations, supply chain digitalisation, process improvement, service operations, analytics and global operations environments.
- Brings a combination of IT infrastructure experience, client-facing problem solving and international project exposure that can transfer well into operations and technology-driven supply chain roles.