

Nitin Verma

Assisting Microsoft Partners - Exchange Online and Office

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WORK EXPERIENCE

Assisting Microsoft Partners

Exchange Online and Office -

September 2017 to Present

from around the world with AD, Exchange Online and Office 365 related issues.

- Prompt assistance within the required SLA as per the case creation by users and follow up timely till the issue has been resolved up to the user's satisfaction.

- Troubleshooting and resolving various production impacting critical issues.

- Educating Admins about various Microsoft Office 365 features and assisting them with implementing the same using GUI as well as PowerShell.

- Reproducing the users' issues on test environment and researching to find a resolution.

- Interact with other 2nd level support team for joined troubleshooting sessions where root cause is not well defined.

- Assisting users/admins with various Office 365 applications, like Outlook, Word, SharePoint, OneDrive, Skype For Business, etc.

- Brainstorming with the Technical Advisors from Microsoft regarding Service Incidents impacting multiple tenants.

Tools Used: RAVE, CAP and AVAYA.

EDUCATION

Bachelor of Engineering in EnTC

Pune University - Pune, Maharashtra

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