



Aishwarya Suresh

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Have strong experience in leading, guiding, developing, mentoring and auditing the quality control of the team to translate business requirements into technical designs. May act as senior technical expert to consult with and analyze the business needs. Have good experience in handing customers in timely and efficient manner. Demonstrated interpersonal skills including communication, mentoring, coaching, and the ability to interact with colleagues at all levels
I am a dynamic, energetic, motivated, positive outlook Skilled in a computerized work environment

EXPERIENCE

Lowe's India Pvt Ltd

Jun 2017 to Nov 2019

Team Lead - IT System Engineer

Familiarity with Agile & Scrum processes and working in Sprints.
Proven success in coordinating with large teams in delivery of complex solutions
Strong experience with the ITIL framework, particularly Incident, Change, and Problem Management
Strong experience in application patching.
Demonstrated experience in building custom OS images and deployments
Excellent knowledge of TCP/IP networking, and inter-networking technologies (routing/switching, proxy, firewall, load balancing etc.)
Managed system logs using SPLUNK.
Created application report regularly in daily basis. And created the report format including automation for business requirement
Owned a task on documentation of complete building and VC Rooms user guide including networking, meeting rooms and VC's usage, floor plan, server rooms etc.
Worked as assistant scrum master on upcoming sprints in cloud implementation and attendance monitoring tool.
Experience in multiple application support with incident, request and task management.
Experience in working with Verint, InMoment, SDA's

Dell Internaional Services

May 2016 to Jun 2017

Service Desk Engineer

Assisted 500+ users in resolving diverse hardware and software issues.
Handled International Voice process and non voice process.
Supported many applications like VPN, Sophos, and LogMeIn Etc.
Earned "Employee of the Month" Award for comprehensive technical knowledge and outstanding customer service.
Experience with Mac operating systems
Strong knowledge of OS fundamentals for UNIX, Linux and/or Microsoft platforms
Able to maintain a rotational on-call responsibility
Strong knowledge of SCCM client management
Thorough knowledge of Internet protocols such as TCP/IP, HTTP, FTP, NTP, SMTP, SSH, SSL/TLS, IPSEC
Knowledge of FCIP, iSCSI, SAN, NAS, and associated storage systems

HP Inc

Apr 2015 to May 2016

Technical Support Engineer

Managed base level IT support to consumer clients., Handling Technical and Process Escalations
Providing networking, design, installation and maintenance services
Imparted on the job training to the new hire, Coached and mentored engineers on the floor

Good knowledge about Active directory, DNS and DHCP

Working effectively with other teams implementing strategies to increase profitability, productivity and overall client experience.

EDUCATION

Dr. NGP Institute of Technology

Apr 2012 to May 2015

BE. Electronics and communication Engineering

GRG Polytechnic College

Apr 2009 to Mar 2012

Diploma in Instrumentation and Control Engineering

SKILLS

Cloud knowledge – AZURE

Microsoft certified-MCSA,MCSE

ITIL Certified, Networking

LINUX and UNIX knowledge

Active Directory, servers

Agile technology

Assistant Scrum master

Devops experience

COMMENTS

I am Actively looking for a job In Dubai in IT. I will be available in dubai with visit visa by below dates for job seeking.

I am immediate joiner.

16 Jan 2020 to 15 Feb 2020