Anya Fareena

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Dynamic and motivated IT Professional with 8+ years of experience in Financial Organization. Exhibit excellent organizational, Leadership skills and problem-solving skills. Work well in team environments and displays strong work ethic.

+ PROFSESIONAL EXPERIENCE

◉ Dec. '17 – present   **Capital One** – Google Solutions Developer

- Developing and automating GSuite solutions for Business using Google AppsScript
- Using Google Form and AppsScript built solutions to automate intake process for LOBs
- Built and Published Enterprise GSuite Add-Ons such as Mail Merge for Docs and Sort By Color for Sheets, Choice Eliminator for Forms
- Supporting Enterprise Print Application hosted on AWS cloud and On-Prem
- Worked with architects and vendor to execute solutions for migrating O365 to GSuite.
- Performed administration and account maintenance of Office 365 and supported Enterprise wide 80,000+ mailboxes, along with shared mailboxes and Distribution Groups as well as supported On-Prem Exchange 2013 and O365 Hybrid environments.
- Written technical support documents for Service Desk to reduce the incident in-flow
- Provided technical guidance to end-user adhering to Service Management Process and Agile

◉ May. '17 – Nov. '17   **Conair Corp** – IT Support Engineer

- Manage user and mailbox accounts using the Microsoft Active Directory Users and Groups administration and Microsoft Office365
- Active Directory Server, Print Server and File Server management
- Fulfill service requests and resolve incidents related to Directory Services, Adhere to Service Management Processes and Procedures (Change, Incident, Problem)
- Create and maintain system documentation for domain technologies, including installation, configuration and appropriate troubleshooting steps
- Responsible for reporting, escalating, and remediating anomalous events based on the established protocol.
- Automation of daily reports using PowerShell

◉ Feb. '16 – Apr. '17   **Capital One** – Production Support Specialist, Senior

- Active Directory support, Domain Admin supporting 40+ domains of Capital One
- Microsoft Exchange Server Support, mailbox management, troubleshooting outlook and skype user issues
- Provide end to end support for VDI for all the partnerships of Capital One
- Technical support for users that encounter issues with 60 + applications such as Active Directory, VDI, VMware, SCCM, Outlook, Skype For Business, SailPoint, SharePoint, DFS, Control-M, Workday, Entrust etc.
- Drive incident resolution and supporting production system while ensuring SLAs are met
- Drive severity bridge calls, work on metrics for the team using SQL, collaborate with other tech leads and support teams to ensure integrated end-to-end availability
- Adhere to Service Management Process and Agile

◉ Dec. '09 – Jun. '12   **IBM India Pvt. Ltd** – Subject Matter Expert
Client: National Australia Bank

- Team Lead for User Management support team and IMAC team
- Coordinate all Installations, Moves, Adds, and Changes (IMAC) as requested by client. Coordinate/attend meetings and/or communication with all areas involved in delivering the Installation, Move, Add, change as required
- User Management team provides support on user management on AD, management of Directory Services and Files/Folder Permissions. Coach, facilitate, solve work problems and participate in the work of the team
- Ensures service level objectives are consistently met for Executive Support clients and provide second-tier support to executive end-users
- Maintenance of the knowledge database, known as Solution Database. This includes Creation, Updating and Deletion of the solution articles, which is used by the L1 and L2 support team to troubleshoot the user issues related to applications, network, installation, etc.

⊙ Jul. '07 – May. '09   **Infosys** – Assistant Engineer
Client: Hitachi America Limited

- Remote Monitoring and Management of Servers running critical applications which includes maintenance of Windows 2000 and 2003 Servers
- Active Directory Management, User account/AD group management, OU administration. Creation/Modification of user mailboxes & Distribution Lists; Assigning Mailbox Quota & Permissions
- Support network troubleshooting techniques such as TCP/IP, WINS, DHCP and DNS
- Backup and Restoration of File system
- Customer Interface for Requests and Issues Submitted via Telephone or Email
- Sitescope Monitoring Tool Installation, Configuration, Administration and Troubleshooting

+ EDUCATION AND CERTIFICATION

⊙ **Bachelor's in Computer Applications** | Mangalore University , India
⊙ AWS Certified Developer – Associate

+ SKILLS

⊙ Google AppsScript	⊙ Office 365
⊙ JavaScript	⊙ AWS Services
⊙ Basic Python	⊙ Active Directory
⊙ PowerShell	⊙ Microsoft Exchange
	⊙ VMWare, VDI
⊙ Agile Scrum	⊙ Microsoft Windows Server
⊙ ITIL Framework	⊙ Basic Linux

+ RECOGNITIONS

⊙ **Spot Award** - Successful migration from O365 to Google
⊙ **SME of the Year** - Excelled in dual role of leading a Team and as a Solution Database Coordinator
⊙ **Assistant Engineer of the Quarter** - Excelled in role for migration of MS exchange 2003 to 2007
⊙ **Spot Award** - Successful completion of FAS software upgrade