

Jishnoo S Kumar

Administrator

Profile

Dynamic IT specialist with 3 years of experience in systems analysis and troubleshooting, driving efficiency and collaboration in technology solutions. Expertise in managing multi-site domain user accounts and security settings, coupled with a solid foundation in Microsoft Exchange and Office 365. Proficient in deploying Group Policies within an Active Directory Environment, enhancing user experiences through responsive adjustments and expert support. Committed to delivering impact contributions that elevate organizational performance and streamline IT processes.

Employment History

ADM admin at Tata Consultancy Services, Culina, Kochi

June 2023 — Present

- Streamlined IT processes for enhanced system efficiency for the client IT systems.
- Managed and maintained user accounts, permissions and security settings of a multi-site domain.
- Designed and deployed Group Policies within an Active Directory Environment.
- Solid knowledge of Microsoft Exchange server and Office 365 operation and maintenance procedures.
- Microsoft Teams Administration.
- Provided expert support, troubleshooting complex technical problems for end-users in a timely manner.
- Administer and maintain the hybrid and cloud-only identities across multiple Azure AD tenants.
- Improved user experience, monitoring feedback and making necessary adjustments to software applications.
- Support SAML and OAuth application configurations.
- DSAR Data Requests, Handle access investigation requests as required (eDiscovery and Content Search) and respond to data access and loss investigations.

Support Executive at Tata Consultancy Services, Unicredit Bank, Kochi

May 2022 — May 2023

- Drove the implementation of various process enhancements in QA environments, yielding notable improvements in productivity and effectiveness.
- Demonstrated expertise in deploying artifacts from Jenkins, and managing incidents/requests adeptly using Service Now.
- Executed deployment of financial risk area applications, while also conducting comprehensive testing procedures specifically designed for Market Risk (MR), and Counter party Credit Risk (CCR).

Details

Palakkad
India
7012836238
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Skills

- Exchange Server Administration
- Microsoft Teams Admin
- SharePoint Administration
- OneDrive
- Microsoft 365
- IT troubleshooting
- Mailbox migrations
- Windows Server and Active Directory

Languages

English
Malayalam
Tamil
Hindi

- Optimized system performance and up time by implementing effective space utilization, and disk management strategies. Collaborated with cross-functional teams to develop and execute project plans that supported organizational objectives.

Education

BE Mechanical Engineering, Sri Shakthi Institute Of Engineering & Technology, Coimbatore

August 2017 — August 2021

Completed BE Mechanical Engineering in First Class with CGPA of 7.54

★ Certifications

AWS certified Cloud Practitioner

DevOps Fundamentals, IBM, 2023