**Saranya Sethurathinam**

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**SUMMARY**

System Analyst, Helpdesk support, PC Technician, Data center administrator, System Administrator including analyzing, installing, maintaining, and repairing hardware, software, peripherals, and networks. Passionate about customer service and new technologies in the field.

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**TECHNICAL SKILLS**

* Server Administration (Windows Server, Exchange, Linux server, Active Directory, SCCM, SharePoint, DHCP & DNS).
* VM ware
* Microsoft Office & O365
* SQL database
* Desktop Support (Windows7&10)
* Network Administration (routing & Switching)
* Automation/Scripting
  + PowerShell
* Data Center Administration
* Analytical Skills
* Helpdesk Support
* ITSM Tools
* PowerShell

**Certifications:**

* Microsoft 365 Certified: Fundamentals (Cloud services, Microsoft 365, Security, Office 365, Windows 10) (MTA) – **July 2020**
* In Progress Google IT Support Professional Certificate.
* In Progress Azure Architect Az-304 Certification.

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**EXPERIENCE**

**L2 System Analyst – Tech Mahindra, Chennai India Oct 2011 – Feb 2013**

*Client: Mahindra & Mahindra, Chennai, India*

***Customer Data Center Administration:***

* Analyze and find appropriate layout of all equipment’s in customer data center.
* Maintain inventory for equipment’s keep records of warranty for all tools and equipment’s.
* Monitor all data center assets.
* Assist various departments in installations and removal of data center hardware as per requirement.
* Monitor all issues and escalate issue to appropriate department to ensure effective resolution.
* User management & group policies creation, password reset and MFA in Active Directory.
* Perform basic repair to basic building components.
* Assist all senior level engineers and perform troubleshoot on all customer issues.
* on-site and remote technical assistance including the setting up of computer hardware systems, installing and upgrading software, and troubleshooting basic IT issues.

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**System Analyst, Appnomic Systems ltd, Bangalore, India Jun 2009 – Oct 2011**

*Client: Ramco Systems, Chennai*

***Customer Infrastructure Management (Client on premises):***

* Understanding the customer environment and got KT from the team.
* Understanding the process and procedure followed by the customer
* Operations Management
  + User account management in active directory
  + Patch Management using WSUS&SCCM
  + Antivirus management in servers (MacAfee)
  + Backup Management
* Services Management
  + Incident Management
  + Configuration Management
  + Vendor Management (ISP)
  + MIS Reporting.

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*Client: 20+ Customers from India &US (shared services)*

**Shift Lead, Helpdesk Support, process and practice team member.**

* Setup monitoring Tools (Nagios and Advent net)
* 24x7 Monitoring for US customer(s)
* Define document template for Operation
* Defined the process flow for event, incident, and escalation management as a part of support take over from a client.
* Train (New) monitoring team on defined process. It includes the following.
  + Design LAB infrastructure
  + Define Production simulation lab exercises
  + Implement the LAB setup as per the design
  + Test and Verification of LAB exercises
  + Train the NOC team on Simulation exercises
  + Maintain the LAB setup for future training

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**TRAININGS/CERTIFICATIONS**

**Appnomic Certified Infrastructure Management Professional (ACIMP) – Trained on following products & technologies (Administration) - 2009**

* Hardware, Operating System, Network Services, Database management, Virtualization
* ESM & ITSM Tools (Nagios & Adventnet)
* Automation – Scripts
* Service Management (Process, Controls, Documents, MIS Reports, etc.)

**Automation Training:**

* VB scripting with WMI for Querying the hardware and the software details of the remote machines for collecting the inventory details.
* Python scripting.

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**EDUCATION**

**Diploma in Electronics & Communication Engineering,** IRT Polytechnic, India 87% **May 2009**

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