

**SHRAAVYA NAGARAJ**

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**TECHNICAL SKILLS**

• **Physical Layer Protocols:** ISDN, T1, T3, DSL, ADSL, Copper Cable, Fiber Optic Cables

• **Data Link Layer Protocols:** Ethernet, Fast Ethernet, MPLS, PPP, STP, VLAN, VTP, HDLC, Frame Relay

• **Network Layer Protocols:** IP, IPSec

• **Transport Layer Protocols:** TCP, UDP

• **Application Layer Protocols:** DHCP, DNS, FTP, HTTP, IMAP4, POP3, SMTP, SSH, Telnet, TFTP, SIP and others

• **Routing Protocols:** BGP, OSPF, EIGRP

• **Redundancy Protocols:** HSRP, VRRP, GLBP

• **Security Concepts:** Virus, Worms, Trojan Horse, IPS, IDS, Cisco ASA

• **Cloud Concepts:** IAAS, PAAS, SAAS, Virtualization, Hypervisor

• **Amazon Web Services:** Elastic Cloud Computing (EC2), Simple Storage Service(S3), Ephermal Storage, Route 53 DNS, Virtual Private Cloud

• **Tools -** Microsoft Office, IBMM e-Config, Cisco Packet Tracer, Business Management Tool, Premisys, Salesforce, SCCM, LogMeIn Rescue, Binary Tree, OTRS, ServiceNow ticketing, Active Directory.

• **OS:** Windows, Linux, MAC

• **O365:** Adding/Deleting Users, Groups, Shared Mailbox, One Drive, Password Reset, Azure

**PROFESSIONAL EXPERIENCE**

**J.D POWER,**

**EMPLOYER: HARMAN CONNECTED SERVICES**

**IT SUPPORT ENGINEER**

**OCT 2019 – PRESENT**

* Provide hands-on remote support to end users for computer, server, printer and software & telecom needs and monitor issues through our support / ticketing system to ensure a timely resolution.

• Maintain network users, user environment, Active directories, DNS records and security.

• Performed data migration, email configuration and network mapping for the end users.

• Provide technical support to our partners and external/internal customers through phone, web support system and on-site.

• Handle first point escalation for all technical and process issue and provide technical subject matter expertise wherever required.

* End User Computing Support in person and remote by assisting all the users in resolving the VPSX printer issues, Wi-Fi and VPN, Polycom phone connections, configuration of Lotus notes and troubleshooting various application issues like Salesforce, Skype for Business and SAP related support.
* Perform on-site analysis, diagnosis, and resolution of complex hardware problems for a variety of end users.

**SOLENIS LLC,**

**EMPLOYER:TECH MAHINDRA**

**IT SUPPORT SPECIALIST**

**OCT 2018 – OCT 2019**

• To diagnose and resolve software and hardware incidents, including operating systems

(Windows and Mac) and across a range of software applications.

• To accurately record, update and document requests using the IT service desk system.

• Installing various applications and configuring wireless peripherals on desktops and laptops.

• Lead support in maintaining and resolving the Service Now ticketing queue based on the

SLA and the priority of the tickets.

* Handling the Active Directory and the Office 365 admin console to make sure that the user’s profiles are created and added in the right Organization Unit and appropriate member groups.

• Performed data migration, email configuration and network mapping for the end users.

• Provide technical support to our partners and external/internal customers through phone, web support system and on-site.

**CARESTREAM DENTAL,**

**EMPLOYER: TECH MAHINDRA L2 SUPPORT ENGINEER**

**APR 2018-SEP 2018**

• Provided support for imaging, configuration and migration of users' workstations to a different domain ensuring all data, files and folders migrations are completed efficiently and with minimum interruption of operations.

• Provide customer assistance using Active Directory services and remote access tools.

• Troubleshooting of DHCP, DNS, Wi-Fi, VPN and other network issues

• Communicating directly with customers on phone and via emails to address their issues

• Respond to requests and problems including installing, monitoring, diagnosing, repairing, maintaining and upgrading all PC and equipment to ensure optimal workstation performance and work with IT group to roll out software upgrades and implement new services.

• Assign the email and Skype for business licenses, configure the outlook mailbox and

ensure that users are added to their respective group mailboxes and distribution list based on their job role.

• Activation of multi-factor authentication on all the O365 accounts.

• To take ownership of issues by carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service to the customer as soon as possible; escalating incidents to other support teams where necessary.

**VERIZON,**

**EMPLOYER: TECH MAHINDRA NETWORK ENGINEER**

**JUL 2016 – FEB 2018**

• Diagnosed and resolved client issues with hardware maintenance, installation, and upgrades.

• Configured network services/requirements such as Private IP, Private Line, VoIP, Ethernet Services and Customer Premises Equipment (CPE) for Verizon’s Federal and Government customer accounts.

• Utilized Sales Force (SFDC) for resolving the tickets and other Verizon tools (CAMEO, Cisco Estimator and One View) for the workflow for fulfilling the Service Level Objective (SLO) of the customer.

• Provided Network Support on Routing protocols such OSPF and EIGRP.

• Reviewed tickets and automatically generated outage reports, and initiated restoration in line with client-directed communication and resolution plans.

**IBM LIMITED,**

**TECH SPECIALIST**

**JAN 2013 – MAR 2014**

• Resolved complex network and systems issues ranging from low-level hardware to application level.

• Configuration of IBM power servers and providing their bill of material.

• Troubleshoot issues with the network in order to promote efficiency and mitigate future problems.

• Resolved all IP network issues to reduce waste and downtime while also ensuring client

Service Level Agreements.

**CERTIFICATIONS**

• Certified Microsoft Technical Associate – Networking Fundamentals

• Certified Microsoft Technical Associate – Security Fundamentals

• Cisco Certified Entry Networking Technician (CCENT)

• Cisco Certified Network Associate R&S (CCNA)

**EDUCATION**

• ***MASTER OF SCIENCE IN ELECTRICAL ENGINEERING – 2016***

*Texas A&M University, Kingsville*

*GPA:3.83/4.0*

• ***BACHELOR OF ENGINEERING IN TELECOMMUNICATION ENGINEERING -***

***2012***

*BNM Institute of Technology, Bangalore*

*GPA:3.6/4.0*