**Geeta Chaudhary**

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***PROFESSIONAL SUMMARY***

***CERTIFICATIONS***

***SKILLS***

***EXPERIENCE***

***EDUCATION***

***ADDITIONAL INFORMATION***

Experienced System Administrator and Technology Support engineer with a **3 year** of experience in Information Technology. Expert in System Administration, Troubleshooting, Customer Service and Support, Networking, Operating Systems (Windows and Linux) and Security. Tech-savvy professional well-versed in installing and configuring computer systems, diagnosing hardware and software defects and supporting new application roll-outs. **Google IT Support Professional** certified in System Administration, Operating Systems, Networking and Security. Committed to providing efficient, high-quality support.

Google IT Support Professional Certificate Nov-2020

Linux, Windows

Active Directory, PowerShell, TCP/IP, Subnetting, DNS, DHCP, VPN, OSI Model, SMTP

HTML, PowerShell & Linux Commands

VMWare**,** Splunk, JIRA, GIT, PuTTY, SharePoint, OpenSSH

Customer support, Process Improvement and Documentation

AGILE, SDLC

SSH, SSL, TLS, HTTPS, Digital Certificates, SSO, LDAP, Hashing, Encryption/Decryption

Data Center, Region, SaaS, PaaS, Scalability, Availability

Basic computer architecture, Remote connection and virtual machines, Computer networking, Troubleshooting, Customer service, Routing concepts, Process management, Resource monitoring, Systems administration, Configuration, Centralized management, Implementing/managing directory services, Data management and recovery, IT security, Cryptology/encryption, Hashing, Cloud, Network security.

***Operating System ->***

***Networking ->***

***Languages ->***

***Tools ->***

***Soft Skills ->***

***Project Management->***

***Security ->***

***Cloud ->***

***Others ->***

System/Test Engineer, **Innovative Business Solutions,** India Jan 2011 To Feb 2014

**Responsibilities:**

* Managed users and systems by using Active Directory. Detailed knowledge of Windows Server environment, both physical and virtual (VMware).
* Provided Tier 1 and Tier 2 support at the organization level, including Troubleshooting and Server Support.
* Diagnosed Device, Network and Security issues.
* Used Linux commands to manage, monitor and configure files on Linux Server.
* Properly diagnosed the Root cause of a Technical issues and create Root Cause analysis documents.
* Performed Manual Testing of application and worked directly with development teams to communicate common break/fix points and prioritize tasks.

**Master of Computer Application** (M.CA) from Guru Jambeshwar University, Hisar (Haryana)

Authorized to work in the US for any employer (No VISA support required e.g. H1B)