**Archana Eknath Tambe**

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**Desirous of working in an organization which provides adequate opportunity for career development and to learn to utilize my IT cloud computing such as storage, azure active directory, virtual infrastructure administrator knowledge and contribute to the success of organization by my sincere efforts**

**IT Cloud computing (Storage, Azure Entra ID, Virtual Infrastructure Administrator) Knowledge Highlights**

* Identify and implement the most optimal cloud-based solutions for the company. Implement best practices and strategies regarding application deployment and infrastructure maintenance. Demonstrate exceptional problem-solving skills, with an ability to see and solve issues before they affect business productivity
* Troubleshoot incidents, identify root causes, fix and document problems, and implement preventive measures. Educate teams on the implementation of new cloud-based initiatives, provide associated training when necessary. Provide input into technology roadmap
* Manage operations, project implementation from scope management to activity sequencing, work on Active Directory/Azure Active Directory Configurations. Develop security controls for various cloud infrastructure providers. Monitor and participate on automation of incident prioritization, and false positives identification
* Set technical standards for Cloud infra, and security baselines procedures. Analyze security configurations and provide vulnerability assessments. Infrastructure support.
* Lead implementation of process improvements in individual areas of responsibilities, cross functional process improvements. Adhere to defined process, change control, and provide input around areas for improvement. Accept operational handover documents for new or updated infrastructure systems delivered by projects
* Troubleshoot and resolve issues with the virtualized infrastructure including opening and managing support tickets

**Knowledge & Experience** : Azure Entra ID, ITIL process, DNS, AVD, VPN, SharePoint, shared mailbox, shared drive, distribution list, OneDrive, Conditional access Policy, Azure Entra ID, Authentication method in Azure, VM creation, Disk creation, Storage account in Azure. Resource group, Enterprise application and App registration. PIM, Virtual storage & Networking, identity access management, IT management, Share point administration, Azure administration, Ticketing tool.

**Education: BCA - Tilak Maharashtra College, Pune University | 83%**

**Certification**

* CMS - CMS Computer Ltd | CCNS
* MCSA certified

**Experience**

**Sellcraft Global | Client: TCS | Project Name: Neptune energy | Linux admin professional | Apr 2024 - August 2024 |** Tool: Service now, Manage engine, Intune, Azure portal, Office365, Azure active directory.

* System Administration: Manage and maintain on Azure Entra ID and VMs. Perform regular system updates, patch management, and performance tuning. Monitor system performance and troubleshoot issues as they arise. Implement security best practices and ensure systems are secure and compliant.
* Access Management: Manage user accounts and access permissions within the organizations identity management system. Resolve issues related to Windows OS. good knowledge of the Server operating system. Maintain documentation for scripts Ensure the security, reliability, and scalability of applications in production.

**Rigved Technology, Mumbai | Client: BNP Paribas. Hybrid mode | IT support - L2 position | Jun 2023 - Mar 2024 |** Tools: SCCM, service now, azure , Sailpoint | Change management request perform

* Daily server health status checks perform and send report to respective team. Escalation related INC & RITM request find root cause of the issue. Involved in On Teams call engage with other team for P1, P2 issue. Research business/technical solutions based on and related to customer needs and deploy them into infra
* Create, modify, and remove user accounts and permissions.
* Work closely with team members in different departments and time zones efficiently and effectively. Strong problem solving & troubleshooting skills.
* Update Knowledge base articles and self-service documentation. Ensure SLA’s are well defined as related to current and future workload volumes. Work with IT leadership by proposing the use of new services to maximize productivity/efficiency
* Experience in installing, configuring and supporting windows server.

**Teamlease Digital, Bangalore | Client – TCS | Dec 2021 - March 2023 | IT Support WFH due to covid | Application Support (L1) | Project: LSEG (Landon stock exchange group) | Support: Infrastructure support Globally |** Monitoring Tools: Bigpanda, Grafana, Beacon, Landscape, Thousand eyes, alert sides | For Ticketing: Service now

* VPN troubleshooting. Troubleshoot applications & perform checks. Daily Work: File transfer, data retrieval, data restore, user ID rehoming, monitoring alerts. Start technical recovery calls switch L2 & L3Teams to find the root Couse of issue.
* Monitoring the logs of servers using tool : Bigpanda, Grafana page, thousand eyes.
* IT Software Asset management and Stock maintaining.
* Strong understanding of day-to-day functionality in Office 365 services like, SharePoint Online , Microsoft Teams, One Drive for Business, Exchange Online & Active Director. Multi-factor authentication on Azure and O365,
* Implement, and maintain server, storage, network, and security infrastructure. Create automation for cloud platforms as well as monitoring and alerting purposes. Ensure all infrastructure components meet proper performance and capacity standards. Troubleshoot production issues and respond to after-hours escalations
* Troubleshoot and resolve configuration and other non-software related issues. Provide updates to management on the status of incident management. Analyzed the report and ensure that ticket has properly updated and attached the proof and documentation supporting the issue and closed with proper resolution.

**Graftronics Pvt Ltd | Dec 2013 - Dec 2016 | IT executive**

* Handled Team 15-20 on site engineers. Coordination with venders, & internal Teams. Network printer/local printer installation. Give telephonic, remote support to clients. DNS, DHCP installation. Active directory, antivirus installation.
* Vender co ordination before change initiation and closure. Reviewing incidents to check for quality and completeness. Plan and improve the Change Templates to drive the effectiveness and efficiency of the Change Management Process
* Software Installation and Configuration: Installing, upgrading, and configuring software applications and operating systems. This may involve troubleshooting compatibility issues and ensuring proper functionalit

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