

Geethu George

Al Nahda, Sharjah
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Summary

A motivated and tech-savvy software engineer with 5+ years of experience working in IT services. Worked as a SharePoint customer service office dealing with customers across the globe for one of the world's largest pharmaceutical company.

Education

Bachelor's Degree

Viswajyothi College of engineering and technology

Graduated June 2012

Completed bachelor of technology specialized in computer science and engineering with 80.46%.

Higher Secondary School

St Antony's H.S.S Kacheripady, Ernakulam

Graduated June 2008

Completed the higher secondary school education with 93.83%

High School

Our Lady of Hope Anglo Indian High School Vypeen

Graduated June 2006

Completed high school education with 90.13%.

Professional Skills

- MS Office
- Customer Support
- ITIL knowledge
- Excellent written and verbal communication skills
- SharePoint
- MetaLogix Tool
- SharePoint PowerShell
- IIS administration

Employment History

Infosys Limited, Bengaluru, Karnataka

February 2013 - July 2018

Technical Analyst

Projects:

1) **Title:** SharePoint Consultancy Services and Infrastructure support

Description: This Project deals with the Administration and Management for all Team Sites (Intranet) environment and Extranet (DMZ) environment. Scope of support includes issues related to site collections, sub-sites, My Sites, DNS redirections, document libraries, web parts, lists, surveys, check-in/out, versions, farm level and administrator level settings (Farm architecture), monitoring WFEs, Active Directory, IIS, quotas, alerts, searching (crawling), features, migrations, deploying the solutions, timer jobs, backup and recovery plans etc.

Platform: SharePoint Server 2013, 2010 and 2007 (MOSS)

Role 1: Customer service support, Level 2 and Level 3 Engineer

- Administration of SharePoint 2013, SharePoint 2010 and SharePoint 2007.
- Troubleshooting SharePoint functional and technical problems on day to day basis.
- Providing Customer service support via Webex, IM and call by keeping SLAs in mind.
- Dealing with customers across the globe (Asia Pacific, Europe, Middle East, Africa, America etc).
- Conducting net-meetings/conference calls with the various teams sitting around the globe.
- Performing customer needs analysis and problem identification to investigate and coordinate successful resolution and closure
- Contribute to the ongoing improvement of SharePoint Portal customer support method and practices.
- Updating the Knowledge base with the resolution of the issues.

Role 2: Deployment Engineer

Responsibilities:

- Management of Custom site/user solutions.
- Deploying and upgrading many solutions provided by the application team.
- Solve post deployment issues which occurred after the deployment.

Hobbies & Interests

- Travelling
- Reading
- Listening to Music
- Watching football

Achievements

- Won the 'High Flier' award for performance at Infosys.
- Received 'Certificate of Appreciation' from BT Director of the client company.
- Received many appreciations from customers for the effort of solving issues and professional efficiency.

Languages

English : Fluent
Malayalam: Native
Hindi : Proficient
Tamil : Beginner

Passport and VISA details

Passport Expiry: 08/05/2028
Visa type : Husband Visa
Visa Expiry : 30/10/2021

References

Najeeb Kamalabai Zaemenock
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(197) 267-0574
Najeeb_Kamalabai@infosys.com

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Wayne, NJ 07470

Neema Vijayan
Colleague, Technical Analyst
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Infosys Ltd
Bengaluru, India

Declaration

I hereby declare that the information provided above is true and correct to the best of my knowledge.

Place: Sharjah
Date: 11-12-2018

GEETHU GEORGE