Nikitha Deshpande

Analyst III Infrastructure services

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PROFILE

Experienced in fast-paced environments and adaptable to last-minute changes. Thrives under pressure and consistently earns high marks for work quality and speed. Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

EDUCATION

Bachelor in Technology   09/2014 – 04/2018
Anurag Group of Instituitions   Hyderabad, India
Electronics and Communications Engineering

Board of Intermediate   06/2012 – 03/2014
Sri Chaitanya Junior Kalashala   Hyderabad, India

10th   06/2011 – 03/2012
Takshasila Public School   Hyderabad, India

PROFESSIONAL EXPERIENCE

Analyst III Infrastructure services   03/2023 – present
DXC Technology   Bengaluru, India

- Assist Microsoft employees with both Technical and Hardware related queries
- Well versed with ServiceNow
- Troubleshoot queries related to windows and Virtual machines
- Specialized in performing troubleshooting tasks for Remote Desktop application
- Performing troubleshooting for browsers like Edge & Chrome
- Deploying, configuring, & troubleshooting essential operational applications for Microsoft
- Configuring printers on Windows & macOS platforms
- Performing domain joining & troubleshooting for Active Directory & Azure Entra ID(Azure Active Directory)
- Deploying, configuring, & troubleshooting MSFTVPN, Global Protect, Azure VPN, & other VPN implementations.
- Deploying, configuring, & troubleshooting Company Portal & Microsoft Defender for Endpoint installations for Android and iOS devices
- Performing diagnostic procedures to troubleshoot the functionality of Microsoft authentication & Identity Pass Applications on mobile devices
- Performing comprehensive hardware analysis & executing repairs for devices.
- Providing application support for Azure Virtual Desktop or Windows Virtual Desktop.
- Performing in-depth analysis of issues within SharePoint sites, Power BI, & Power Automate.
- Managing the configuration & resolving issues related to Distribution Groups, Security Groups, & Microsoft 365 Groups
- Windows activation & policy management.
- Proficient in managing all Microsoft 365 applications
- Implementing comprehensive security protocols to protect data & files stored within OneDrive.
- Configuring network infrastructure to support both internal device connectivity & guest networks within the premises
- Check device compliance state and enabled disabled devices.
- Provide and articulated data from Azure portal regarding user subscriptions
- Manage M365 Licensing
- Delete and add guest users from Azure portal and enable disabled accounts

Senior Associate   01/2020 – 04/2021
Wipro Technology   Hyderabad, India
- Was responsible for addressing customer queries and logging the queries in the form of tickets for further reference.
- Maintained an above average call satisfactory number.
- Answered both inbound and outbound calls from both customers and AT&T employees, quickly assessed caller's needs and proactively provided solutions for order inquiries, existing order statuses, connection and activation of new user accounts and or technical issues and queries. And diverted to other teams whenever necessary for further assistance
- Documented details of customer interactions into AT&T database and kept secure records of sensitive customer data while on the call.
- Remained courteous and calm at all times, even during moments of intense customer displeasure. And tried my best to persuade the caller in not cancelling the account and provide an alternative resolution to resolve the issue.
- Able to interact with various individuals, teams and departments throughout the organization globally.
- Perform E2E Requirements gathering and analysis.

Project Support   10/2018 – 11/2019
Tata Communications and Transformation services Limited   Chennai, India
- Planning task completion
- Handling and resolving client queries and Escalations
- Perform E2E Requirements gathering and analysis;
- Manage design and delivery documentation
- Support pre-production and Go Live Activities
- Manage Change Request Lifecycle
- Functional Knowledge of Telecom products such as Wired, Wireless and IPVPN Services.
- Planning the installation and Migration activities to upgrade the customer systems/Equipment.
- Remotely arranging NE/FE to get the issues resolved.
- Develop a trusted partnership with all the parties involved i.e. clients, customers, development teams, account management teams globally for a smooth transition and completion of the project.
- Worked on multiple projects with various departments and components simultaneously.
- Hands on Experience in different telecom tools like Coms, Cops, Clarify etc.
- Handling task closures for circuits

CERTIFICATES

AZ-900 — Azure Fundamentals

MS-900 — Microsoft 365 Fundamentals

SKILLS

M365 Fundamentals	Onedrive
Sharepoint	Windows Troubleshooting
Network Troubleshooting	Technical Troubleshooting
Azure active directory	Powershell Scripting
ServiceNow	Virtual Machines
ITIL	Incident Management
Service Operations	Application Support