RESUME

Nivedha Loganathan

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C*areer Objective*:

To work in an organization where culture of freedom and working for initiatives is ensured, facilitating my contribution through thoughts and action to the company's vision and thus achieve self-development by playing a significant role in building the organization.

Work Experience:

Company: Cognizant Technology Solutions

Current Role: Tech Lead

Project: CIS EUCS RIM L2

Experience: July 2020 - Present

Summary:

- Remote infrastructure support team
- Managing and troubleshooting system related issues.
- Handling issues based on incident priority using remedy ticketing tool and Service now
- Providing support over chat, email and Tickets
- Assisting users through remote session via LogMeIn and WebEx support tool
- Operating system support: Hybrid and Auto pilot image configuration and management
- Providing application support, Office 365 Administration, and all kind of troubleshooting issues
- User Account Management: User account creation and Management
- Managing Active Directory – User account – Modifying and maintaining E-mail Address, Mailbox size, Remote access and Moving objects and Mailbox servers.
- Working on Azure management Intune Portal
- Coordinate the escalations pertaining to other support teams
- Creating 3 SOPs for every month based on new issues
- Giving KT session on monthly basis for 50+ L1 analysts
- Knowledge in ADS, DNS & DHCP server management
- Basic Knowledge in SQL queries
- Experience in Windows, Linux, Unix operating systems installation and configuration

- Worked in the Automation part of Nexthink Solutions
- Auditing Team Tickets on daily basis and providing report to avoid compliance.
- Coordinating with internal OS team and SCCM team to provide resolution
- Assisting L1 engineers via Teams channel regularly

Education:

Course	Institution	Year of Passing	Percentage/CGPA
B.E (ELECTRONICS AND COMMUNICATION ENGINEERING)	AGNI COLLEGE OF TECHNOLOGY	2019	7.5
HSC	Karnataka Sangha Higher Secondary School	2015	68
SSLC	Karnataka Sangha Higher Secondary School	2013	90

Technical Skills

- Installation and troubleshooting various soe and non-soe softwares.
- Experience in BMC Remedy, Service Now, Microsoft Azure Portal.
- Installing, Configuration and Troubleshooting of Windows.
- User account and Group Policies Management in ADS and Azure.
- Server management service installation and configuration.
- *Basics on SCCM Troubleshooting*
- Cloud Platforms: AWS, Azure (coursework experience)
- Automation/Orchestration: Ansible, Terraform (coursework experience)
- Containerization: Docker
- CI/CD Tools: Jenkins, GitLab CI (coursework experience)
- Version Control: Git (coursework experience)
- Scripting Languages: Bash, Python (basic proficiency)
- Monitoring Tools: Prometheus (coursework experience)

Rewards and Recognition:

• Rockstar Support

• Constant Stack Ranking Topper

• Customer Champion.

Personal Information
Father's name: Loganathan I
Date of Birth: 02-Nov-1997
Nationality: Indian
Languages Known: English (Read, Write, Speak), Hindi (Read, Write), Tamil (Read, Write, Speak)
Permanent Address: No:8-A Block, Vidyodhaya Apartment, Habibullah Road, T.nagar,
Chennai- 600017.

***Declaration*:**

I do hereby declare that the particulars of information and facts stated here in above are true,   correct
and complete to the best of my knowledge and belief.

Authentically,
Nivedha L