### 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**