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**Pearl Borpuzari**  



Senior Software Engineer seeking roles in Software Engineering, IT Infrastructure Support, Remote Support, IT Support, Desktop Support, User Management, Configuration Management, Requirement Gathering, Client Servicing, Active Directory, SQL Server, HTML, C#

Current Designation: Senior Software Engineer	Total Experience: 3 Year(s) 4 Month(s)
Current Company: Attra Infotech	Notice Period: Currently Serving Notice Period
Current Location: Bengaluru / Bangalore	Highest Degree: BCA[Computers]
Pref. Location: Bengaluru / Bangalore, Pune, Hyderabad	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engnr	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Senior Software/Tech Support Engineer, Software Engineering, IT Infrastructure Support, Remote Support, IT Support, Desktop Support, User Management, Configuration Management, Requirement Gathering, Client Servicing, Active Directory, SQL Server, HTML, C#	
Verified :  Phone Number   Email - id	

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

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## Summary

Overall, 3+ years of extensive experience in the IT Service Desk and Infrastructure support for one of the leading payments service organization with significant experience across multiple domains, frameworks and technology platforms. Worked on multiple critical applications and Realtime issues. One of the key resource responsible for O365 migration.

## Work Experience

 **Attra Infotech** as Senior Software Engineer  
Sep 2017 to Till Date

- \* One of the key resource responsible for 12,000 mailboxes running on Exchange Online supporting a global workforce.
- \* Global tenant administrator tasked with initial setup, ongoing configuration and support of Office 365 tenant including Exchange, Skype, AD Connect, Intune & License Management.
- \* Maintain our hosted Proof Point spam filter including User Management, Quarantine and Custom Filter rules.
- \* Assisted in managing and supporting Live Meeting hosted, WebEx support, External certificates and External DNS
- \* Supported the IT build-out for the new office - this included all core Cisco infrastructure and a PBX to VOIP transformation at two sites with a move from PRI to SIP
- \* Maintained a Windows 2012 Active Directory domain consisting of four servers running windows 2012 and laptops and desktops running Windows 7 and Windows 10.
- \* Documented procedures and methods for setup and maintenance of computer systems.
- \* Analyzed existing systems, identify specific customer requirements, and make recommendations that would increase productivity and eliminate process inefficiencies.
- \* Managed the setup, support, and removal of users on cisco phone system with Call Pilot voicemail.
- \* Administrated a hosted email solution using POP3, Microsoft Outlook and webmail.

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## Education

UG: **BCA (Computers)** from **The Oxford College of Science, Bangalore** in 2017

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### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

## IT Skills

Skill Name	Version	Last Used	Experience
C#, Microsoft Visual Basic, HTML			
SQL Server , Microsoft Access			
MS Exchange, Active Directory, Windows			

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## Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Bengali				
Assamese				
Kannada				

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## Affirmative Action

Physically Challenged: No

## Work Authorization

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time

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