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YASH SAXENA ⭐ Featured

YASH SAXENA

3 + years of experience in Technical Support, Azure, Networking, Troubleshooting, Active Directory, VMware, XenApp, Citrix, SCCM, DHCP, CCNA, ITIL, TCP, GPO, IDM, SCOM, Xendesktop , MS exchange, o365 , AD, Airwatch, MS Intune, virtualization, webex.

Current Designation: Member Technical

Current Company: AUTOMATIC DATA PROCESSING PVT. LTD

Current Location: Pune

Pref. Location: Bengaluru / Bangalore,Hyderabad,Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Total Experience: 3 Year(s) 3 Month(s)

Notice Period: 2 Months

Highest Degree: B.Tech/B.E. [Electrical]

Key Skills: Technical Support Engineer,Identity Access Management,Incident Management,Configuration Management,SLA Management,Quality Control,Networking,Troubleshooting,Active Directory,VMware,XenApp,Citrix,SCCM,DHCP,CCNA,ITIL,DNS,WebEx,Cisco

Verified : 📞 **Phone Number | Email - id**

Last Active: 22-Jan-21   Last Modified: 21-Jan-21

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Summary

From breaking the toys in childhood and finding out what is inside it to the 2007's "Intel Pentium D with 512 MB RAM" boosted my journey to explore the new technology and this got me curious and made me a "Tech-enthusiast".
Analytical technical support engineer adept at resolving technical issues. Critical thinker who addresses end user issues quickly and resolves it within the given SLA.
Strong written and verbal communication skills with the ability to create technical detail-oriented reports of the incidents or outage.

Work Experience

🔘 **AUTOMATIC DATA PROCESSING PVT. LTD** as Member Technical
Sep 2018 to Till Date

To act as the on-site contact for all IT related incidents logged in CA service desk, delivering high quality support across all key applications, networks and desktops/laptops.
Provisioning, removing and modifying access to users on desktops & application through Identity access management tool and Active directory.
Supported Microsoft Applications, VPN, Payroll applications, Citrix environment and Mobility.
Created Mail-boxes, Distribution lists and managed users through MS- exchange.
Configured and troubleshooted MS-Intune and Airwatch mobile applications.
Pushed softwares and patches through SCCM.
Troubleshooting and fixing the problems associated with Citrix XenDesktop, Xenapp, RDC, VMware.
Resolve end user issues within the given SLA; otherwise refer the issue to next level team. Notify supervisor and/or SMT for an outage.
Responsible for attending the outage calls and making a detail-oriented report for the incident and escalating it to the respective team.

🔘 **Mphasis** as Technical Support Member
Aug 2017 to Sep 2018

Identify, investigate and research question and problem as well as recognizing, researching, isolating and resolving problems.
Provisioning, removing and modifying access to users on desktops & apps through Identity access management tool and Active directory.
Supported Citrix and RDC.
Pushed softwares through SCCM.
To act as the on-site contact for all IT related incidents logged in ServiceNow, delivering high quality support across all key applications, networks and desktops/laptops.
Resolves client issues within the given SLA; otherwise refers the issue to next level team. Notify supervisor and/or SMT for an outage

Education

UG: **B.Tech/B.E. (Electrical)** from **Babasaheb Ambedkar Marathwada University (BAMU), Aurangabad** in **2017**

IT Skills

Skill Name	Version	Last Used	Experience
Active Directory Server, SCCM.			
MS- Azure, Citrix, VMware			
MS Exchange,DHCP,CCNA,ITIL,DNS			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Marathi				

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

US Work Status: Authorized to Work in the US

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time