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Dimpy Sharma ⭐ Featured

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Infrastructure specialist seeking roles in Windows Administration,System Administration,Patch Management,Symantec Backup,Incident Management,OS Installation,Change Management,Remote Support,Software Installation,VMware...

Current Designation: Infrastructure Specialist

Current Company: IBM India Pvt. Limited

Current Location: Pune

Pref. Location: Mumbai,Pune,Bengaluru / Bangalore

Functional Area: IT Software - Application Programming / Maintenance

Role: System Analyst

Industry: IT-Software/Software Services

Marital Status: Married

Total Experience: 5 Year(s) 0 Month(s)

Notice Period: 3 Months

Highest Degree: B.Tech/B.E. [Electronics/Telecommunication]

Key Skills: System Administrator,System Admin,Windows Administration,System Administration,Patch Management,Symantec Backup,Incident Management,OS Installation,Change Management,Remote Support,Software Installation,VMware

Verified : 📞 Phone Number | Email - id

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

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Summary

A competent professional with over 5 years of experience in Windows Administration,System Administration,Patch Management,Symantec Backup,Incident Management,OS Installation,Change Management,Remote Support,Software Installation,VMware....

Work Experience

⊙ **IBM India Pvt. Limited** as Infrastructure Specialist
Jan 2016 to Till Date

Responsibilities as Windows System Administrator:

? Installing and configuring Windows Server 2003, 2008 ,2012 and 2016.
? Patching: Analyzing the required OS patches and installing them.
? Installation and Configuration Antivirus: Installing and configuring Symantec End Point and McAfee on servers and troubleshooting their issues.
? Maintenance: Working on Server Alerts (Space, service, CPU, Memory alerts), Monitoring and other configuration.
? Backup issues: Working on Backup Restore issues of Windows Servers.
? VMware activities: Installing vSphere Client. Installing VMware Tools, Creating snapshots, clones and templates.
? Representing the team on Incident?Problem-Change calls, Customer calls and Internal compliance calls.
? Own Root Cause Analysis and Problem Management for corporate Identity Management environment.
? Work on service requests of one or more types performed by the team.
? Manages work load to complete requests by the due date.
? Perform server related regular operational tasks on the infrastructure across the team?s managed locations.
? Performs regular system maintenance, hardware and software upgrades, physical to virtual migrations and performance tuning.
? Establish/manage remote access for users through RDP connections.
? Manage network administration and database administration.
? Configuration of Health Check Scanning tool "IBM BigFix" as per the customer security document.

Responsibilities as SCCM Administrator:

? Responsible for performing application delivery in a workstation environment. It can include performing application discovery, application packaging(Ivanti, SCCM), software distribution and troubleshooting/problem determination.
? Automated installation code that enables a software application, update or patch to be sent electronically to an end user workstation or device within a client environment.
? Perform detailed problem determination in order to repair and rerun any failed electronic updates.
? Provide application/Windows OS installation/configuration/patching as well as data reporting (application install status, client health, etc.) leveraging Microsoft System Center Configuration Manager .
? Produces detailed reports on the results of the job's execution.
? Provide technical support by performing installation, repair, and preventative maintenance of PC and related software.

software
- ? Troubleshoot software install/configuration failures and provide regular status to customer
- ? Apply security patches/configuration changes to workstations within suspense required by customer
- ? Team with information assurance to remediate workstation security issues found during routine checks
- ? SCCM OS Uprgade task sequence troubleshooting skills
- ? Microsoft SCCM 2012 OSD (Operating System Deployment) technical experience
- ? Proactive and willing to take the initiative to meet deadlines in a very fast paced, commercially driven working environment with constantly shifting priorities.
- ? Excellent verbal and written communication skills.
- ? Proficient in Windows Operating Systems, 2007, 2010.
- ? Client software packaging (starting from preparation checklist to get approval from the application owner.

Responsibilities in Automation using RPA:

- ? Hand on experience in Robotic Process Automation RPA with different platforms and successful implementation in Production environment.
- ? Develop robots using Automation Anywhere , UiPath and Identifying and debugging the errors using Error Handlers.
- ? Setup, configure, monitor and maintain the RPA environments
- ? Troubleshoot and resolve all RPA related issues.
- ? Used Automation Anywhere Object recorder to manage and execute windows controls as a background process.
- ? Good Knowledge on Running scheduled tasks anytime by using powerful Task scheduling, even when computer is locked.
- ? Created reusable automation framework with Meta Bots and reusable libraries with data externalization for RPA implementation.

Education

UG: **B.Tech/B.E. (Electronics/Telecommunication)** from **Rajiv Gandhi Proudyogiki Vishwavidyalaya (RGPV), Bhopal** in **2014**

Other Qualifications/Certifications/Programs:
Microsoft windows 10- MD-100
Automation Anywhere Certified Advanced RPA Professional
UiPath RPA Developer Certificate-574650846760344279.

IT Skills

Skill Name	Version	Last Used	Experience
PowerShell ,vmware			
Amazon S3, IAM, EC2, Lambda, Route53			
RPA			
SCCM	2004	2021	2 Year(s) 0 Month(s)
Windows server administration	2016	2020	2 Year(s) 0 Month(s)
WINDOWS SERVER	2012	2021	2 Year(s) 0 Month(s)
WINDOWS SERVER	2008	2021	1 Year(s) 0 Month(s)
WINDOWS 10	10	2021	2 Year(s) 0 Month(s)
Automation Anywhere	11	2020	1 Year(s) 0 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
Hindi	Expert	✔	✔	✔
English	Proficient	✔	✔	✔

Projects

- Project Title: Wood
Client: Wood Group
Nature of Employment: Full Time   Duration: Mar 2017 - Jan 2021
Project Location: UK   Onsite / Offsite: Offsite
                                         Team Size: 25

Skill Used: Windows System Administration
Role Description: *   Responsible for performing application delivery in a workstation environment. It can include performing application discovery, application packaging(Ivanti, SCCM), software distribution and troubleshooting/problem determination.
*   Automated install
Project Details: Working as a windows specialist

Affirmative Action   Work Authorization

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

US Work Status: Need H1 Visa

Countries: India

Job Type: Permanent

Employment Status: Full time

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