





Summary

Last Active: 11-Jan-21

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Identity and Access Management, User provisioning with 7 years experience, ready to join immediately

Last Modified: 11-Jan-21

Work Experience | Education | IT Skills |

Work Experience

- LOTUS ENTERPRISES as System Administrator
- May 2016 to Till Date
- * User administration activities
- * Trouble shooting of LAN connections, Operating Systems and

Hardware issues

■ IBM India Pvt Ltd as User administrator

Mar 2011 to Jan 2016

- * User administration activities for a client of Entertainment Industry
- * Creation, Modification and deletion of User accounts/Shared accounts on Windows Server, Linux Server, Sun Server, HP-Unix Server, AIX server
- * Process requests in the order received and closing the request within the given SLA
- * At times quality auditing of the tickets closed by other members of the team
- * Answering User queries through Email and Phone
- Generating reports on daily basis of the team productivity
- * Assisting the TL and Manger in handling the Team
- * Attending the hotline calls made by the onsite customers & answering their queries
- * Training New Hires on the process & technical environment required for the process.
- * Constant updates to the support team on developing the application

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Education

UG: B.Com (Commerce) from Alagappa University in 2005

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IT Skills

Skill Name	Version Last Used	Experience
Installing & trouble shooting Windows OS	0	0 Year(s) 0 Month(s)
Rasic I AN config. & trouble shooting	Λ	N Year(s) N Month(s)

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Basic knowledge on User mangement in Alx	0	0 Year(s) 0 Month(s)

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Kannada				

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Affirmative Action

Work Authorization

Physically Challenged: No

Job Type: Permanent Employment Status: Full time

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