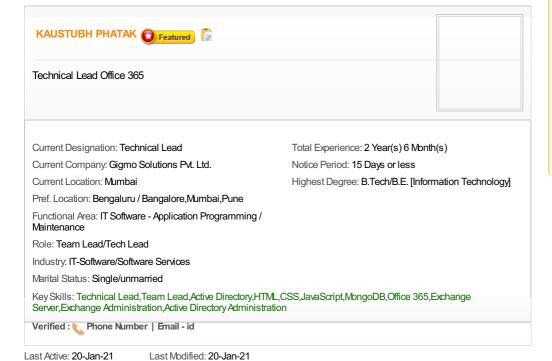
Sales Enquiry/Helpline

1800 102 2558 | +91 9818882211







Summary

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Result-oriented Professional with over 2 years of experience in Office365.

Work Experience | Education | IT Skills |

Work Experience

Gigmo Solutions Pvt. Ltd. as Technical Lead Aug 2020 to Till Date

Providing an action plan to aligned engineers on cases with a technical roadblock

- * Represent technical roadblock cases/issues within the team to subject matter experts.
- * Review cases from a hygiene and technical perspective and generate report.
- * Document and report bugs with supporting data.
- * Promote knowledge sharing within the team.
- Gigmo Solutions Pvt. Ltd. as Freelance Support Engineer May 2020 to Jul 2020

Research and troubleshoot in different technologies in M365 such as Teams, Exchange online, SharePoint Online, OneDrive for Business, etc.

- * Maintain documentation about the issues being reported.
- * Collaborate with Technical lead for the issues with technical road block.
- * Undertake and drive customer education about M365 technologies wherever necessary.
- * Practise customer handling skills and maintain good customer perception while working on different issues
- Wipro as Technical Consultant Jun 2018 to Mar 2020

Worked with Active directory synchronization issues (Soft Match, Hard Match. AAD Connect)

- * Mailbox migration using different methods such as PST migration, staged migration, Hybrid migration.
- * Have analysed mail flow NDR issues and addressed them.
- * Handled Spam and Malware issues.
- * Worked with HTML signatures in Email.
- * Worked with Security and compliance centre in office 365.
- * Identifying and reporting Bugs with supporting logs such as PSR, Page source, fiddler traces, etc.

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

Education

UG: B.Tech/B.E. (Information Technology) from MES Pillai's Institute of Information Technology, Navi Mumbai in 2017

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IT Skills

Skill Name	Version Last Used Experience
HTML, CSS, JAVASCRIPT	
Bootstrap, jQuery, NodeJS	
ExpressJS, Mongoose	
Mongodb	

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Affirmative Action

Work Authorization

Category: **General**Physically Challenged: **No**

Job Type: Permanent Employment Status: Full time

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