

Jyoti Kaur

B-4/156, Safdarjung Enclave

Delhi - 110029

Contact: 9953535782

E-mail: jyotikaur3002@gmail.com

Carrier Objective

- Experience in IT operations with Linux/Unix, MySQL and Application and production servers support.
- A team player with exceptional interpersonal and communication skills and well-developed multiple team Integration and coordination skills.
- Excellence in problem solving, decision Making, Documentation etc.
- Experience of client interaction at both onsite and offshore location.
- Have the ability to manage projects to work within tight deadlines, a self-motivator and good team player.

Experience

HDFC BANK PVT Limited as Administrator (24th august 2016 - 28 April 2017)

Key Responsibility

- Monitor the servers using Zabbix monitoring tools and resolve the issue.
- Bug finding and logging in bug tracking tool.
- Resolve issue from client side regarding application.
- Provide data reports using database.
- Perform server changes and deploy builds and patches on production server.

Vodafone India Limited as senior executive (3rd March 2014 - 16th July 2016)

Key Responsibilities:

- Provide server-side support and resolve issues.
- Monitor development and production environments.
- Create new environments for other teams.
- Provide reports pulled from server to management.

- Ensure & monitor quality of acquisition & document compliance adherence

KEY SKILLS

Involved in planning & scheduling of promotions, events, seminars & webinars.

Educating & guiding clients about new IT products & services.

Selling goods & services of the clients to the customers through telephone.

COMPUTER SKILLS

Zabbix monitoring, Linux, MySQL, deployment of builds, config changes, testing on production, Documentation, Bugzilla, Jira, OTRS, resolving client issue on server end.

PROFESSIONAL QUALIFICATION

Bachelor of Marketing Management and Retail Business (1st Division)

University of Delhi (2009)

Linux Administrator course from NIIT.

ACADEMIC QUALIFICATION

12th Passed with (Commerce) from C.B.S.E. and Secured 69 % in the year 2006.

10th Passed from C.B.S.E. and Secured 69.83 % in the year 2004.

Personal Details

Date of Birth: 2nd January 1989

Father's Name: Shri Hukam Chand

Languages Known : Hindi & English

Hobbies: Learning new things, Painting, cooking and Gardening

Yours Truly,

(Jyoti Kaur)