Jyoti Kaur

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**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)