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| **Windows System Administrator**  Sadashiba Mohapatra |  |  |
|  | **Email:** [**sada7606moha759@gmail.com**](mailto:sada7606moha759@gmail.com)  **Mob:+91-7606999759**  **Email & Call Both are the best way to reach me.** |

**Professional Summary: -**

* I have good knowledge of **SLA.**
* I have good knowledge also **office 365 & GSuite.**
* I have good Experience in **JobDiva, Ringcentral& Sixthsence** also.
* I have good knowledge of **Google Workspace** .
* I have experience in Installation, Configuration, management and maintenance of Windows server operating systems Windows Server 2019.
* Having good experience as Systems Administrator in area of Windows OS.
* Expertise **Active Directory services**
* Implemented Active Directory services for creation and maintaining users and group profiles based on company policies.
* Experience in Implementing and Administration of Active Directory Services, replication, Trust Relationship and Enforcing Domain Group Policy.
* Attended Daily meetings and conference calls to report system health and assist different departments.
* Exceptional customer service and communication skills; consistently conveys competence and concern to end users.
* Proficient with multiple **ticketing systems including Maximo, Service now & Incident Management.**
* Skilled problem-solver able to communicate with users at all levels of technical proficiency. Troubleshoot, resolve, and document user help requests for desktop, laptop, mobile, network and peripheral problems.
* Provided level 1 and 2 technical supports.
* Provided quick resolution of user concerns and escalated more complicated issues to helpdesk managers.
* Ensure system security for desktop, mobile and cloud environments
* Proficient working knowledge of Windows Environment
* Ability to independently research problems and create solutions
* Excellent oral and written communication skills
* Working knowledge of **Windows, Microsoft Office, communications software, virus protection**.
* Assertive and able to work successfully in a fast-paced work environment
* Ability to proactively work on problems of diverse scope
* Ability to interact & follow up with offshore teams
* Strong initiative, resourcefulness, and follow-through
* Some technical knowledge of PCs, laptops, printers, and peripheral hardware devices
* Ability to diagnose and resolve on-site and remote PC related computing problems
* Strong ability to effectively multitask and to perform with a sense of urgency for rapid issue resolution.

**Technical skills: -**

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| **Operating Systems** | Windows |
| **Windows Administration** | Configuration of DHCP and DNS, installation and configuration of VPN client, configuration and management of Active Directory. |
| **Networking** | OSI Reference Model, IPv4 and IPv6 addressing and subnetting, Ethernet LAN, TCP/IP, UDP, switches, routing concepts, virtual network concepts including vSwitches, VLANs, dvSwitch, TCP/IP stack for virtualization, configuration of printers and, scanners. |

**Professional Experience:**

**Kyyba Tech June 2023 – Present**

**Windows System Administrator**

**Responsibilities:**

* Handling AWS server.
* Maintaining Asset management tools.
* Maintain the integrity of the client Active Directory .
* Perform Active Directory administration including group policy and (moves/adds/changes) of user accounts, security groups, and distribution lists.
* Update patches on Servers Working Experience with Active Directory Components (AD Users and Computers, DNS, DHCP and WINS etc.
* Troubleshoot and resolve client issues.
* I handle almost 500 employees both including INDIA & US.
* Hands on experience with Office 365, created/deleted users, white listed email addresses, delegated permissions, configured email client with office 365 email address, configured mobile phones with email clients
* Hands on experience with Google Workspace, , created/deleted users, white listed email addresses, delegated permissions configured mobile phones with email clients
* Knowledge of AD Design and Management for an Enterprise client with >500 Seats.
* Responsible for production support of Active directory (AD), GPO, ADFS, GPP, Domain users, Users and groups and given appropriate permissions, shares and privilege to access LAN/WAN and Domain environment
* Remote Management through Team Viewer, Microsoft Teams and Anydesk & Quick Assist to solve Windows and Software Installation.

**Net Connect Global ,Bangalore May 2022– June 2023**

**Analyst IT Support**

***Responsibilities:***

* I have Experience both Citrix and Remote Desktop
* MS Outlook Configuration, Backup and Restore Process.
* Remote Management through Team Viewer, Microsoft Teams and Anydesk & Quick Assist to solve Windows and Software Installation.
* Take care of all the Internal Office Software’s Support.
* Good hands on experience Backup & Restore of Mails, Profiles in Mailing Client MS Outlook.
* In our company we use the ERP for time sheet, WebEx & teams for meeting and slack for internal communication.
* Maximo is the application we use for internal support and service. Now and then we use it for global support.
* Support IT Application tickets, Incident problems working with service team.
* Coordinate with IT Support and Central teams to resolve IT solution issues requiring technical knowledge
* Experience in installation and Configuration of applictaion.
* Involved in maintaining the Active Directory.
* Use Active Directory to reset passwords, manage group policies, add or delete accounts.
* Troubleshooting OS related issues.
* Troubleshooting Hardware related issues.
* Involved in Installing and Administration of IBM Application.
* Troubleshooting Client Connectivity.
* Troubleshooting windows update and performance issues.
* Defining group permissions and creating local and global groups with account policies using Enterprise Administrator.
* Troubleshooting server down and un-expected reboot of production servers.
* Installing, configuring and troubleshooting Network Load Balancing (NLB) issues on windows 2008 server.
* Installation and configuration of Client VPN .
* Installing, configuring and maintaining the Application .
* Integrate SSO and two-factor authentication with Active Directory.
* Extensively managed Active Directory like all the problems related to user accounts, domain accounts, managing permissions etc.
* Provided technical assistance in daily system checks and performance including backups and event logs.

**Innovative Digitech Services, Bangalore March 2021 - May 2022**

**Desktop Support Engineer**

**Responsibilities:**

* Provided remote and on-site front-line PC support to over 400 employees .
* Troubleshooting, configuring of desktop components, and assisting with physical installations of Desktops, Laptops,
* Followed, documented workflow and established standards to resolve routine and newly reported issues
* Assisted with upgrade implementations, application support, and network infrastructure expansions
* Windows 10 from 7 upgradations and Office 365 installation and configuration
* Created, assigned, updated, and closed tickets, performed other duties as assigned
* Troubleshoot issues via VNC, Team-Viewer and Windows Remote Assistance,anydesk,teamviewer
* Performed preventive maintenance and repairs
* Provided guidance, coordinate training, and evaluate performance of subordinate support staff
* Provide support for LAN, remote access, and resolve basic Email Server connectivity issues
* Install and configure Dial-up and VPN connection software for institutional laptops
* It coordinates daily operations with end users and the application team.
* Perform routine checks and tasks to ensure applications support continuity.
* Implement ,new Request ,changes etc.
* Working on service now backlog tickets.
* Troubleshooting web browser related and wireless issues on customer computer.
* Troubleshooting on all desktop infrastructures, office connectivity, webcast and all related issues.