

# BHAWNA KOLI

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New Delhi, India

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## Summary

Detail-oriented and results-driven L2 Technical Engineer with a passion for leveraging cloud technologies and collaboration tools to drive organizational efficiency and innovation. Seeking a challenging role where I can apply my expertise in managing and administering cloud platforms such as Google Cloud, Azure Cloud, and O365 Cloud, along with specialized skills in Teams and SharePoint administration.

## Experience

### System3 Net Technologies Pvt. Ltd. | L2 Technical Engineer

- **Cloud & IT Expertise:** Skilled in managing Google Cloud, Azure, and Office 365, ensuring seamless operations and performance optimization.
- **Leadership & Team Management:** Successfully led Data Centre Teams, fostering collaboration, efficiency, and strategic delegation.
- **Digital Presence & Communication:** Strong interpersonal skills; adept at creating impactful social media content for LinkedIn, Instagram, Facebook, and Twitter to enhance brand visibility and engagement.

## Skills

### Cloud Platforms

- **Google Cloud:** Deploying and managing VMs, storage, networking, and users for scalable solutions.
- **Azure Cloud:** Infrastructure management including virtual machines, storage accounts, Azure Active Directory, and networking services. Proficient in Azure App Service and Azure Functions.
- **O365 Cloud:** Managing Online Exchange, SharePoint, OneDrive, and Teams for secure collaboration.

### Collaboration & Ticketing

- **Microsoft Teams:** Configuring channels, chat, meetings, and integrating third-party applications for productivity.
- **SharePoint:** Designing, deploying, and customizing document libraries and workflows for business processes.
- **Ticketing Systems:** Using platforms like ServiceNow, Jira, and Zendesk for incident management and service request fulfillment.

### Operating Systems & Virtualization

- **Linux:** Administration and troubleshooting of Ubuntu and CentOS servers.
- **Windows Server:** Managing Active Directory, Group Policies, DNS, and DHCP.
- **Hyper-V & Proxmox:** Deploying and managing virtualized environments and containers for scalable infrastructure.

### Email Systems

- **Microsoft Exchange:** Configuring mail servers, managing mailboxes, and implementing security measures.
- **Private Cloud Hosting:** Deploying secure, scalable private email solutions with high availability and compliance.

## Education and Training

● May 2021 Uttar Pradesh	<b>Bachelor of Computer Applications</b> Ram Manohar Lohiya University
● November 2020 Delhi, India	<b>Master's in network Associates</b> Jetking South Extension
● March 2017 Delhi, India	<b>12th    CBSE</b> Govt. Girls Senior Secondary School

## Languages

English	Hindi
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