

Puneet Tyagi

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CAREER OBJECTIVE

Aspiring for career that places me in a challenging position in a value driven company, continue to enhance my knowledge and skills through hard work.

CAREER SYNOPSIS

- ❖ Having **3years** of experience in resolving issues by researching documentation; troubleshooting hardware, software, guiding client through corrective steps; escalating problems to right track; tracked status of problems and solutions.
- ❖ Maintained help desk database by entering caller statistics, inquiries, and responses.
- ❖ Documented and tracked all received requests in incident management system.
- ❖ Hands on Experience in trouble shooting in **VPN, AD, client outlook, Windows, Exchange, Skype for business, Sharepoint online, Onedrive, Microsoft Teams, Planner, Unified Messaging etc.**
- ❖ Hands on Experience **troubleshooting issues related to the skype for Business.**
- ❖ Experience in troubleshooting problems related booting, OS, applications and performance problems.
- ❖ **Administration of User accounts & security policies in office 0365 admin centre portal.**
- ❖ Good Hands on Experience in troubleshooting in exchange related queries.
- ❖ Good Knowledge in configuring Lync server on windows server.
- ❖ Good knowledge on **monitoring** and understanding **of logs via tools like snoop, fiddler, event viewer, NetMon, Powershell Outputs etc.**
- ❖ **Troubleshooting and queries related to Microsoft Teams.**

CORE COMPETENCIES

- ❖ Administration of **office 0365** Admin Center (Skype for business admin center)
- ❖ Analyzing Fiddler and **Netmon** Logs.

TECHNICAL SKILLS.

- ❖ Knowledge of lync Server, Hyper-V, windows server 2012 R2.
- ❖ Knowledge of Skype for business online/Hybrid troubleshooting.
- ❖ Knowledge of exchange admin center.
- ❖ Basic Knowledge of Azure admin portal.

PROFESSIONAL EXPERIENCE

31 JAN 2015 to AUG 2016: IBM India pvt. Ltd., Noida as a Practitioner (Support Engineer).

SEP 2016 to till date : Wipro ltd., Delhi as a Technical Consultant.

Key Result Areas in IBM:

- ❖ Documented and tracked all received requests in **BMC REMEDY**.
- ❖ Collected and updated data to assist with customer issues and concerns related to **Windows, Servers, Network folders, VPN, Active Directory, Incident Management, Office 2010,2013,2016**.
- ❖ Deployment of Software from **AD and Servers** to the user's system.
- ❖ Determine source of computer problems (hardware, software, user access, etc.)
- ❖ User Management in **AD (Active directory)**.
- ❖ Install and Configuring of **Outlook**.
- ❖ Priorities the incident according to the Ticket affecting number of users affecting.
- ❖ Managing users, groups, file systems & permissions in **office365 admin portal**.
- ❖ **Skype for business** 1st line of troubleshooting.
- ❖ **SharePoint, Skype for business related issues**.

Company Profile:Wipro Limited is a global company provider of comprehensive IT solutions and services, including Systems Integration, Consulting, Information Systems outsourcing, IT-enabled services, R&D services.

Project Details:

Client : Microsoft.

Duration : September, 2016 to till now

Designation: Technical consultant.

Key Result Areas:

- ❖ Documented and tracked all received requests in CAP/Rave tool.
- ❖ Initial and advance troubleshooting on **Skype for business** and **Teams** issues. (Online and Hybrid)
- ❖ **Skype for business** federation related issues.
- ❖ Mobile Device Sign-in related issues.
- ❖ Analyzing **Snooper, Fiddler** and **NetMon**.
- ❖ Take outputs related to the **PowerShell** commands and Analyze them and explain same to the admin.
- ❖ Meeting join conference related issues troubleshooting.
- ❖ Presence Related issues on **skype for business**.
- ❖ Audio/Video call issues

PROFESSIONAL QUALIFICATION

Exam	Year	College & Board	Main Subjects
Graduation	2011	RIET, KANPUR	ELECTRONICS & Comm
Intermediate	2007	Maharishi Vidya Mandir,MODINAGAR	Science (Maths)
High School	2005	Maharishi Vidya Mandir,MODINAGAR	Science

KEY STRENGTHS

- ❖ Goal Oriented
- ❖ Dynamic & Hardworking
- ❖ Effective Communication skills- oral and written
- ❖ Emotional Maturity
- ❖ Leadership Qualities

PERSONAL DETAILS

Father's Name Shiv Kumar Tyagi
Mother's Name Munesh Tyagi
Date of Birth 19 May 1989
Gender Male
Nationality Indian
Marital Status Married
Languages Hindi,English

Declaration:

I hereby certify that all the particulars stated above are to the best of my knowledge and believe true and fair and I take complete responsibility for any false information.

Date:
Place: Ghaziabad

(Puneet Tyagi)