

SYSTEMS ADMINISTRATOR SYSTEMS ADMINISTRATOR Bellevue, WA Key Skill Ticket Management : Altiris, ManageEngine Patch Management : M.E Desktop Central Operating Systems : MS Windows, Ubuntu, MAC OS, Linux, iOS, Android Hardware : Laptops, Desktop, Tablet, Printers, Projectors Cloud Technologies : Dropbox, OneDrive, O365 and Google Drive Asset Management : Asset Panda, Excel Designing : Adobe Suite (Illustrator, Photoshop, Acrobat Pro DC etc.) Applications : IBM MaaS360, CISCO, Trend Micro, Pulse Secure, Beacon, JobDiva Authorized to work in the US for any employer Work Experience SYSTEMS ADMINISTRATOR Artech Consulting, Bellevue-WA 2016 to Present WA ? Proficiency in various programs, operating systems and applications. ? Close 95% of trouble tickets without escalating to next tier. ? Achieved 9.9/10 user satisfaction rating on Hively. ? Saved company more than \$100,000. Responsibilities:

Provide technical support for local and remote users. Responsible for managing O365 and Adobe Suite licenses. Install Office 365 related software for consultants and internal employees. Configured all conference rooms with HD video and audio equipment for better meeting experience.

Configured laptops, desktops according to client's needs. Shipping hardware like desktop, laptop, monitors for remote users. Install and configured Visual Studio, IntelliJ, Eclipse etc. developer tools for consultants. Travel multiple locations to help consultants with their technical needs. Provide new hire IT orientation for internal employees and consultants. Help MS consultant to understand TechLink process. Responsible to stay on calls for non-technical consultants to finish the technical process before they start working with clients. Responsible for managing and federating multiple domains with Microsoft. Created one-click access for application, documents and websites. Configured different models of CISCO phones with Cisco Unified Communication tool. Responsible for testing application before deploying in production. Deploying patches on more than 300 machines to remediate the vulnerabilities using Desktop Central tool. Created IT SharePoint sites. Created more than 50 technical process documents. Created service orders to replace defective parts. Installed different type of hardware like Server Rack, Routers, Meraki's, Monitor Stands for office. Created local File Share with different permission for every team in office. Responsible for managing MS Exchange and Active Directory. Create, Configure, Delete

users, groups and computers in Active Directory. Deployed Asset Management Software to record and track every asset throughout its life cycle. Well versed with ticketing tools ManageEngine. Highly involved in migration and rebranding for the company. Organize and designed invitation art for multiple office events. Participated in finding best Colocation Facility according to business needs. Provided after hour support when needed. Junior WINDOWS ADMINISTRATOR Ariba an SAP company 2014 to 2015 Pittsburgh- PA Responsibilities: Responsible for building Windows Server 2008/2008R2 Installed patches on more than 100 servers. Installed and configured SSL certificates in order to maintain security for the applications. Configuring and Deploying VMs through VMware. Installed new generation Physical Server into datacenter to support the updated version of Windows Servers. Decommed servers which are no longer used by applications. Expertise in monitoring health of servers by using Groundwork tool. Worked with various application groups for keeping the PROD environment up and running. Entrusted to manage office in the supervisor's absence. Provided timely, courteous and knowledgeable response to information requests; screened and transferred calls; and prepared official school correspondence. Internship McNeese State University 2013 to 2014 Lake Charles - LA Responsibilities: Worked in "Public Relations" department and support campaigns with design solutions. Design various logos for McNeese products, posters, web design and helped to increase the donation for various school organization. Design information graphics and presentation. Responsible to advertise the information regarding cultural, environmental and social events. Responsible for designing Commencement and document the explanation for the design. Managed file shares on McNeese server for "MSU Marketing" department. Responsible for installing updated version of Adobe products on college LAB. Assisted students in purchasing the right PC or MAC according to their work needs. Installed Windows and MAC OS on multiple computers. Education Bachelor of Art in Graphic Design McNeese State University Skills It Specialist, Desktop Support, Help Desk, Information Technology

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