Nitika Brar

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Career Summary

Graduation in B.Tech with 6 years of work experience .Currently working Senior Engineer in Mindtree India Limited .

A right mix of business and technology experience in various roles as a process associate, technical support executive, process and product trainer executive which has given me an overall understanding of operations and technology. My work experience has given me basic to handy knowledge of various areas such as

Microsoft Exchange Online
Microsoft Exchange On premises (ex 2010,2013,2016)
Azure Active Directory (Very Limited features)
Microsoft Teams
Skype online

Professional Experience

Working for Mindtree India Limited since September 2019.

Job Description:

Exchange Onpremises

- Handling issues related to Client Connectivity
- Unable to Access OWA , ECP , IIS issues , OAB, Outlook Connectivity ,Arbitration mailboxes, Outlook Connectivity
- Exchange performance issues
- Database queries
- Installing of exchange server
- Soft recovery and hard repair
- Recovering of Exchange database
- Working closely with the managed service provider , senior IT staff other administrators and engineers of Exchange, facilitate collaborative work teams to resolve any infrastructure issues related to the email
- Engage in administrative tasks such as adding, modifying and deleting group mailboxes and email accounts
- Upgrading of Exchange Server

Exchange Online

- Managing exchange online using PowerShell.
- DNS Records management.
- Mail Flow and Protection: Malware Filters, Connection Filters, Spam Filters.
- Supporting all kinds of migrations (Hybrid, Staged, Cutover, and IMAP).
- Setting up SMTP relay for clients for their network devices (Printers/scanners) or third-party applications to send the documents or emails to Exchange Online.

- Mailflow of exchange 2010,2013,2016
- Admin Role Policies, User Roles Policies, OWA Policies, Mobile device access policies.
- Compliance Management: In Place eDiscovery and Hold, Litigation hold Audit reports, Data Loss Prevention, Retention Policies, Retention Tags.
- Recipient/User Management: Managing Resources like Mailboxes, Distribution Lists, Dynamic Distribution Lists,O365 group, O365 Mailboxes, Shared Mailboxes, Room Mailboxes.
- Synchronization using Microsoft AD Connect tool.
- User signin method(password hash sync, pass through authentication , single sign on , sspr)
- SCL, BCL, PCL ,NDR backend,Routing Methods of Traffic Manager Profile, Services of Azure Storage Account (blobs,tables,queues)
- Recovery Series Vault, Creating Azure web app (.Net) using Visual Studio ++, Creating SQL Azure Database

Skype for business:
- Skype for business management.
- Checking whether the records of the Lync are updated in the DNS or not which is related to sign in to the skype
- Creating auto attendants and call queues
- Checking the external communication in skype for Business (external access , blocked. Allowed domain)

Microsoft Teams :

- Creating Microsoft teams
- Adding external users to Microsoft teams
- Guest user checklist
- Coexistence mode of Microsoft teams

Worked as a Analyst at HCL Technlogies , Noida (August,2014-July,2016)

- Member of the final technical escalation team for data center operations.Trained new intern
- Responsible for handling issues that affect any customers' servers functionality.
- Worked as a Service Now (ticketing tool) administrator and handled the account of 60-70 employees internal to HCL.

Achievements:
I was performer continuously for 5 Months while working as Tier-1. I was awarded with Several MonthlySuperstar and Rising star of the Quarter awards.

Academics:

Degree / Certificate Board	Institution/	Year	CGPA / Percentage
B.TECH (ECE)	Lovely Professional University , Jalandhar	2014	7.83/ 70.47%
SSC	Pratap Public Schook,Karnal	2010	77.6%
HSC	Pratap Public School,Karnal	2008	80%