**Dhanashree Hande**

**Phone**: +919970837832

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A result-oriented professional with 4.4 years of experience as Windows Administrator and Azure IAAS Technology.

**Skill Set**

~ Microsoft Azure Administration

~ Windows Administration

~ VMware Administration

~ Change Request Mgmt.

~ Incident Management

~ User / Client Management

**Work Experience**

**Infosys Limited, Pune as Technology Analyst (from July’19 – till date)**

* Provide 3rd tier technical support to multiple companies by delivering technical solutions to clients to support them with setting up, fixing or improving their Azure IAAS infrastructure.
* Issues or manage related to VM Agents & extensions.
* Issues or manage related to cannot connect to RDP or SSH, Serial Console Feature.
* Issues or manage related to cannot start, stop, or restart the VM. Unable to delete virtual machine
* Unexpectedly got restart or Shut down of the VM.
* Issues or manage related to VM sizes, Change VM size or VM got corrupt after Resize.
* Managed or unmanaged disk Migration
* Move Resources between regions, resource group, Storage Accounts or Subscription.
* Slow VM Performance.
* Issues or manage related to Storage Accounts (Premium or Standard).
* Issues or manage related to managed disk or unmanaged disk (VHD).
* Issues or manage related to VM deployments with using VHD, disk, image or snapshot.
* Conversion between Managed to Unmanaged disk and Vice Versa.
* Issues or manage related to load balancers, application gateway.
* Issues or manage related to virtual networks, NSG and firewalls in cloud environment.
* Issues or manage related to Virtual Machine Scale Set.
* Availability Set.
* Worked on Azure active directory.
* Implement, deploy and configure static website with storage accounts.
* Applying OS patches on Windows servers on regular basis.

**Softenger India Pvt Ltd as Windows Admin (From April,17 – July,19)**

* Installation & Configuration of Windows Server 2008, 2008 R2, 2012,2012 R2 and 2016
* Creating & Managing Users, Groups and Computers Accounts in AD.
* Resetting User account passwords in active Directory
* Responsibility includes solving issues within Defined SLA.
* Responsible for Handling Incident management and service request.
* Installation, Configuration, Administration and Troubleshooting of ESX VSphere 6.5
* Creating Templates from VM’s, deploying VM’s from templates and allocate resources
* Performing Snapshots, Cloning, and migrations of Virtual Machines using V-Motion.
* Moving VM’s from one LUN to another LUN using Storage V-Motion.
* Taking snapshot and Clone of VM as per application owner team requirement
* Handling VMware related issues for any alerts on host and VM’s
* Install and configure SCOM agents on servers
* Configuring the server in maintenance mode in SCOM console.
* Fetching VM availability and performance Reports from SCOM server.
* Installing and configuring trend micro agents on virtual machines also upgrade with latest version.
* Moving Agents to respective OU or to other server according to requirement.
* Performing Pre-validation and Post Validation in migration activity.
* Maintaining Server Inventory for the environment.
* Managing file and folder permission, installation and configuration of print server.
* Applying OS patches on Windows servers on regular basis.
* Handling the projects and delivering them in the designed SLA.

**Education**

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| --- | --- | --- | --- | --- | --- |
| **Sr. No.** | **Examination** | **School/College** | **University/Board** | **Academic Year** | **Percentage** |
| 1 | B.E(E&TC) | JSPM’s college of engineering, Hadapsar, Pune | Savitribai Phule Pune University | 2016 | 73.40 |
| 2 | H.S.C | Mahatma Gandhi Junior College Manchar, Pune | Maharashtra State Board | 2012 | 77.33 |
| 3 | S.S.C. | Mahatma Gandhi Vidyalaya, Manchar, Pune | Maharashtra State Board | 2010 | 95.64 |

**IT Skills**

* Proficient with Windows Server 2012, 2008 R2 and 2008
* Service Now Ticketing tool
* SCOM monitoring tool

**Personal Details**

Date of Birth: 27th June,1994

Languages Known: English, Hindi and Marathi

** Declaration**

The above information submitted is true with best of my knowledge. If any incorrect information, I will be responsible for it.

Dhanashree Hande