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Objective

To work for a professional and vibrant organization that promotes recognized talent and hard work & sincerely utilize the given opportunity to the best work effectively in the organizations as an responsible person and makes significant contributions to the organization by the service.

Experience Summary

- Trained in Networking domain as a part of Infosys training at Mysore
- Given Level 1 support work in HOEGH project
- Had worked Level 2 in user access management in ING Insurance project.

Project Experience**1. HOEGH , Norway**

Period : April 2009 to March 2011.

Role : Monitoring and Recovery

Responsibilities

- Monitoring services, policies for servers in watch directory.
- If any servers went down, we needs to inform the particular team to restart the severs.
- Maintain a weekly report for all the services and policies for database server and application server.

Technical Skills:

Tools : BMC Performance Manager, BMC Patrol Dashboard, BMCTMART.

Application : HAIIA Application, Chain Application.

2. ING Insurance, US.

Period : April 2011 to September 2014.

Role : User Access Management in windows.

Responsibilities:

- Responsibilities includes designing the documents which is based on requirement specifications.
- Installing , configuring and maintaining active directory in windows server 2003 and 2008.
- Creating and handling resource mailboxes using Exchange Management Console.
- Managing users, groups and computer.
- Configuring group policies based on user's requirement.
- Creating , deleting and providing access to Public folders in ING.
- Handling incidents on priority and analyzing root cause.
- Monitoring scheduled activities for weekly change management.
- Creating new shares using Distributed File systems.
- Configuring FTP ID's for same Operating systems and different operating systems(like windows-windows and windows - Unix)
- ? Processed RBAC tickets.
- ? Reviewing and analyzing Test Reports.

Technical Skills :

Expertise : Windows Administration, Active Directory and Exchange Management.

Operating Systems : Windows server 2000,2003,2008.

Tools : Active Directory, Exchange System Manager, Exchange Management, Console, LDAP (Light Weight Directory Access Protocol), Right fax enterprise manager, Right fax util, Winscp.

Domain Knowledge : Active Directory Management, WSUS, Group Policy Management, DFS.

Ticketing Tool : Service Now.

Certification :

- Infosys internal level certified in ITIL Foundation Incident, Problem, change, Configuration & Release Management.
- Had done Internal technical certification IMS Fundamentals of IP Networking Level1 and MS Technologies Basics L1.
- Had completed Fundamentals of Digital Marketing course provided by google

Key Competencies & Skills :

Languages : C, C++

Operating System : Windows

Educational Qualification	Institute	Percentage
Degree		
Bachelor of Computer Science	The Madura College	75%
Standard XII/H.S.C	Nirmala Girls Higher Secondary School	88%
Standard X/S.S.L.C	Nirmala Girls Higher Secondary School	93%