Riya Srivastava (Senior Exchange Engineer) (D.O.B. – 05/06/1995)

An efficient and proactive Messaging Analyst, looking for a suitable position where I can utilize my skills for work efficiency and multitasking skills which can overall contribute to the successful growth of the organization. Highly organized and detail-oriented in handling administrative tasks.

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📍 Noida, U.P, India

Hard Skill

- Exchange, Azure Active Directory, Active Directory, Migration, CU / Security Upgrade, MS Defender for O365, SharePoint, Lync.
- HTML, CSS, JS.

Soft Skill

- Decision making.
- Multi-tasking, Adaptability, Punctual.
- Listening Music, Gardening.
- Leadership, Optimistic.
- Disciplined, Reading Books.
- Good Communication Skills

Education Background

- Kashi Institute of Technology, Mirzamuraad, Varanasi, Uttar Pradesh
  Bachelor of Technology (CSE) - (2014-2018)

- Green View Public School, Bhadohi, Uttar Pradesh (2012-2013)
  Intermediate (CBSE)

- Green View Public School, Bhadohi, Uttar Pradesh (2010-2011)
  Matriculate (CBSE)

Achievements

IOT Based Garbage Management System:

Technology- Python. Hardware-Raspberry Pi,LED Lights,Jumping Wires,Breadboard,Alarm buzzer,Sensor,Power bank,SD card. It alerts for the level of waste occupancy in dustbin. (07/2017 - 06/2018)

Employee Salary Statement using Linux Shell Script (BHU):

(Technology-Linux Shell Scripting. Calculates the various security amount deduction from an employee's salary paid to an employee working in an organization.) (06/2017 - 07/2017.

Aptech Computer Education, Varanasi:

International College of Management and Technology (ICMT) certificate of participation in Programming in C and C++.

Professional Experience

Genpact India Pvt. Ltd. ((08/2018) - (07/2019))

- Technical Support Engineer for Samsung Products.
- Troubleshooting end users issue.
- Provided KT to the newbies.
- Onboarded and trained all incoming junior tech support specialists.
- Awarded with Certificate of Appreciation.

Traqmatix, MSD Telematics Pvt. Ltd. ((07/2019) - (09/2019))

- Socket Device using Erlang and Java.
- Monitor the location of critical government collection vehicles.
- Control the movement of the vehicles suggesting the best route.
- Socket Device testing experience using IOT Technology.
- Tested the tracking/location of the vehicle movement.

Accenture, India ((09/2019) – (06/2022))

- Worked on Exchange, SharePoint, Lync, MS Teams issues.
- Retention policy, Archive mailbox queries, license issue, content search, phishing , email security.
- Working as an Subject Matter Expert for Exchange for multiple projects.
- SME for Exchange in multiple projects.
- Worked with SDM/Leads/Managers in project improvement calls.
- Managing priority incidents and escalated problems with quality service adhering SLA.
- Handling client meetings and calls, multiple task on daily basis.

Impetus Technologies India Pvt. Ltd. ((06/2022) – (Present)

- Exchange Admin for Messaging and Collaboration Team - SYSOPS (System Operations) for the entire organization. (Consist of 4 domains.
- CISCO Security Tool, creation of new domain, CU / SU / OS Upgrade, addition of new domain in tenant.
- Multiple reports and accounts upgrade features in CISCO, Microsoft Defender Office 365 POC for a specific domain in my organization.
- Worked on Microsoft Task Planner, resolve Duplicate Attribute error, SPF Records update for multiple domains.
- Worked on major, minor and escalated mail flow issues for the organization.
- Received appreciations from client and management.

Languages

Hindi   English

AZ-900   MS-900   SC-200   MS-203