Meena.S

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Career Objective

To pursue a challenging and satisfying career in the IT Industry and to be a part of a progressive organization that gives me a scope to enhance my knowledge and skills in order to cope with the latest technological changes.

PROFESSIONAL SUMMARY:

Windows & VM Ware administration with over **10 Years +** of hands – on and multiple tasking experience, adept at handling multiple system operations, including Installation, upgrade, configuration, administration and maintenance of Windows systems.

3 years of Experience in AWS (L1) involved in designing and deploying a multiple application utilizing AWS stack (EC2, S3, RDS, VPC, Autoscaling, Elastic Load Balancing)

EXPERIENCE SUMMARY:

Sl.No	Company Name	Designation	Duration
1	Kyndryl India Pvt ltd - [Formerly IBM] IBM India Pvt Ltd	Subject Matter Expert (SME)	September 2021 - Till Date June 2019 – August 2021
2	TCS	Senior Technical Specialist	Nov 2018 - May 2019
3	Cognizant	Associate Operations Manager	May 2016 – June 2017
4	IBM India Pvt Ltd	Senior Software Engineer	Mar 2013 – May 2016
5	Accenture Services Pvt Ltd.	Windows System Administrator	Aug 2012 – Dec 2012
6	IBM India Pvt Ltd	End User Support Admin	March 2011– July 2012

Technical Certifications and courses   .

- **Amazon Web Services - AWS Solution Architect Professional Certified**
  Validation Number **C45G3BEDEBFE1NW5**

- **AZ–303 & 304 - Azure Solution Architect Expert - 991613755**

- **Microsoft Certified Technology Specialist (MCTS)**

  (Windows Server 2008 Active Directory Configuration and AD network Infrastructure)

  MCTS ID: 7658772

- Completed **Hardware and Networking** Course in Rooman Institute of Technology (Basics)

- **ITIL V3** Certified - Foundation Certificate in IT Service Management ("Internal - IBM")

- Learning Power shell Scripting (Basics) and Python (Basics)

Technical Skills:

Operating System	:	Windows 2008/ 2012/ 2016 / 2019
Active Directory	:	AD, OU, GC and GP 2008 & 2012, 2016
Hardware	:	ILO – HP / DRAC – Dell / IMM - IBM
Patching Mgmt. Tool	:	WSUS, TEM – Tivoli End Point Manager
Ticketing Tools	:	Service Now, Maximo, Remedy, Net-cool
Network Services	:	DNS, DHCP

IBM Rewards and Recognize:

- Received **"Best Performer Award of the Month"** awards and stood in top Slot for consistently exhibiting good performance and securing top rank in high productivity.

- Received appreciation from the upper line of IBM and "Hike" letter for my best performance.

Roles and Responsibilities @ IBM: (Kyndryl)

Role: Windows and VMWare – SME

- Implementation and troubleshooting on Windows servers & Escalation point of Contact.
- Attending weekly meetings with project mgmt. team to track ongoing projects, discuss scope & issues.
- Acting as Subject Matter expert for the Migration Team for Windows Platform.
- Promoting Domain Servers, Transferring rolls and Clearing Metadata, DNS Entries Cleaning
- Part of Windows Server Build Team - Take care of Servers build, Decommission VMs and Diskwipes & other RFS works.
- Planning resources for server migration activity.
- Working on AWS provisioning EC2 Infrastructure, VPC setup, Auto Scaling for availability of EC2 and deploying applications in Elastic Load Balancing
- ESXi host upgrade and firmware upgrade for ESXi Hosts.
- Configuring the Retention policy to all S3 buckets to IA standard and Glacier.
- Hands on experience on HA Clustering, cloning ESX servers in the VM Environment.
- Proficient knowledge in Remote Desktop Management.
- Deliver Technical brownbag session to team members.

Roles and Responsibilities @ TCS:

Role: Windows Technical Specialist

- Acting as a Technical Specialist for Incident team and Patching team for the Client.
- Will be doing the Planning, resourcing, and reporting for the Patching activity and handling the Technical Escalations within the team and reporting the status of Client.
- Also, I was part of Build team - Take care of Servers build, Storage Uplift, Decommission and other activities.

Roles and Responsibilities @ Cognizant

Role: Windows and VMWare (Wintel Team - BAU) Technical specialist

- Handling Remedy Ticketing tools – providing solution on issue tickets like P1, P2, and P3 tickets and User Account Management in Active Directory
- Installing and Managing VMware ESX and ESXi server build.
- RAID Configuration on many Physical servers.
- Patching activity on every month second week using patching WSUS tool.
- Performing Offline and Online migrations for Virtual Machines.
- Working experience on VMware Template and Clones.
- VM server up-gradation from server 2012 to 2016 or 2019.
- Performing P2V by using VMware converter (P2V Migration)
- Setting up User and Groups Creation and providing access to users.
- Trouble shooting for User Account related issues (pwd expiry, Shared folder access, A/C permissions etc)

Roles and Responsibilities @ IBM:

Role: Windows Technical Specialist: (**L3**)

- Remote server supports and administration for Server build for both Virtual and Physical servers and IMM application configuration.
- Provides in-depth diagnosis for operating systems software/hardware failures and develops solutions.
- Recommends and implements new or revised system software, utilities and automated processes as necessary.
- Worked on Patch management – Using TEM tool, Coordinate / work with other support teams in regard to configuration, maintenance and troubleshooting of end user workstation and applications.

Roles and Responsibilities @ Accenture:

Role : Wintel Server Administrator :(L2)

- Incident Management – Managing and providing support and solution by coordinating with the Off-shore support teams for Critical, Major & Minor Incidents that occur and affect the entire Process.
- Worked on server Disk space issue.
- Worked on IBM, Dell, and HP branded machines & handled over 1000 Machines and users.
- Troubleshooting user issues related to Shares, Access permission, Policies & Expiry.
- Installing of Symantec "ESM – Agent" and Registering ESM agent Manager on server.

- Administering of user accounts and computers on the AD (Creating, Deleting Users, giving them rights, Unlocking and resetting the User Passwords etc.)
- Trouble shooting Printer server issues (Driver installation & Configuring printers)

Roles and Responsibilities @ IBM:

Role   : End User Support Windows – IAM Team

- Remote server supports and administration for Windows Servers 2000, 2003 and 2008 servers.
- Services start and stop and Connectivity issues.
- Familiar with the Incident and Change management tools like BMC Remedy, IBM Manage Now.
- User Id's Labelling and account password resets in Active Directory.
- Escalate issues in a timely manner according to Standard Operating procedure.

Worked as Global Identity & Access Management Administrator (AD Admin)

- Managing user account and Migration
- Creating standard & Privilege accounts for users to grant specific set of administrative privileges.
- Creating and managing Security & Distribution groups.
- Creating / Delegating and managing OU's
- Troubleshooting user issues related to Shares, Access permission, Policies & Expiry.
- Dial In- Assigning Secure ID tokens to the users and troubleshooting on ACE server.

Personal Details:

Father's Name	:	G. Shanmugam
Mother Name	:	Lakshmi.R
Nationality	:	Indian
Marital Status	:	Married
Known Languages	:	English , Kannada, Tamil and Telugu
Hobbies	:	Cooking variety dishes, Embroidery, Painting and surfing net
Current Address	:	#615, 1st Floor, 3rd G Cross, 2nd Block, 3rd Stage, Judges Colony, Basaveshwara Nagar, Bangalore - 560079

Declaration:

All the above-furnished information is true and correct to the best of my knowledge and belief.

Place: Bangalore
Date: /

[MEENA.S]