Snehal Pawar

Email:snehal.bnav@gmail.com

Phone:8978316664

Objective

To mark my presence and impart the best of my skills & knowledge that I possess. Interested in career opportunities with a reputed and growth oriented organization where education, perseverance and abilities will have valuable application and appreciation.

Experience summary and skills

- An ambitious and optimistic Engineer with over **9 years** of hands on experience in the IT industry involved in providing ITIL and IT Service Management Solutions in IT Infrastructure.
- Good knowledge and understanding of **ITIL** process.
- Knowledge of multiple technologies and frameworks.
- Involved in creating process documents and flow charts and standard operation procedures as per requirement specification
- Enhanced personal skills by continually taking web-based training and off-site courses.
- Tremendous problem solving and troubleshooting skills, leadership qualities, strong analytical, organizational, multitasking, execution skills and presentation skills with ability to co-ordinate activities and interact with end users in a fast paced team environment and ensure delivery within time frame.
- Magnificent verbal and written Communication, Strong experience interacting with clients, end-users, requirement gathering, understanding requirements, analyzing solutions. Ability to work in tight schedules, mentor and team player with strong aptitude towards interpersonal communication with ability to work in team and independently.

Work Experience

HSBC

- Role: Sr system admin
- Currently working on exchange 2013, troubleshooting mail flow issue,message tracking,outlook issue,Disk space issue,domain whitelisting blacklisting on proofpoint ,managing quota,delegate access,shared mailbox permission.

- Providing various access level to users mailboxes, user mailbox moves,leaver mailbox access,mailbox restores.
- Database creation, deletion of database copies, converting service account to shared mailboxes.
- Troubleshooting issue related to mailbox queues, disk space issues, server reboots-putting server in maintenance for HD related issue, database moves, reboots after patching
- managing coex server through domino admin console, troubleshooting domino server mailflow issues issue, dead mails removal from domino Server
- Managing blackberry servers, troubleshooting issues related to BB server .BB server reboots
- Working on sp2013-managing user permissions, sp access related issues, quota,site removal requests

1. Ctrls Datacenters

Role: Engineer-Exchange

- Handling multiple clients simultaneously including banking and industrial clients
- 30 clients on hosted exchange environment, 5 are having individual enterprise setup, and 3 DR sites.
- Working on exchange 2013,exchange 2010,Lync 2013 ,Skype for business2015 and SharePoint sites
- Exchange 2010/2013 administration support and maintenance
- Troubleshooting message delivery issues based on NDR and messaging queue issues.
- Database balancing, mounting dismounting of databases CI issue, CAS issues,
- Troubleshooting outlook,owa ,active sync issues ,configuring outlook profiles,Autodiscover issues.
- Domain blacklist, whitelisting ,spam emails release through spam titan and pineapp
- Monitoring exchange messaging queues and troubleshooting accordingly.
- Creation of various transport rules, Distribution list and updating DL's,SMTP relay .
- Creation of users mailboxes, disabling mailboxes, Mailbox plan creation ,assigning various permission on mailboxes, Mailbox moves and database .
- Taking care of disk space related issue, memory and CPU utilization alerts.
- Preparing exchange server monitoring reports, Hosted exchange capacity reports, Mailboxes reports.
- Troubleshooting Lync issue, enabling lync for users, creating share point sites and permission.

2. Cognizant Technology solutions

Worked on specified International banking projects as mentioned below .

Project: Barclays Capital (Investment Banking Domain)

Designation: Technical lead

Responsibility:

- Exchange 2010/2007 administration, support and maintenance.
- De-fragmenting Exchange Databases in case of disk space issues.
- Managing Exchange cluster mailbox servers with CCR design and SCR
- Taking care of Exchange queue alerts
- Working on various server alerts like disk space, memory utilization, services etc.
- Mail blockage Spam Blocking.
- Mail quota, delegation, rights management and individual mail restore.
- Assigning Cross domain mailbox permission delegation, Calendar permissions.
- Create Modify and Maintenance of public folder.
- Analyse SCR replication report & resolved the issue related to replication
- Configuration of blackberry licenses
- Handling 2nd Level End user calls related email issues.
- Using Service Now Ticketing tool for Exchange related tickets
- Patch and service pack Installation.

- Supporting Instant Messaging application (Mindaline)

- Working on Backup and restore application (TSM, DPM, Kroll, Quest Recovery)

- Responsible for Server Health checks and fixing problems

- Supporting Mail Marshal and Message Lab related mail relay issue.

- Supporting email archiving tool Enterprises Vault related issue.

Projects-Storage GC RESTORES (Credit Suisse)

Credit Suisse Group is a Switzerland-based multinational financial services holding company, headquartered in Zürich that operates the Credit Suisse Bank and other financial services Investments. The Company has been identified as one of the world's most important banks, upon which international financial stability depends. The bank is also one of Fortune Magazine's most admired companies. Credit Suisse has been recognized as the world's best private bank by Euromoney's Global Private Banking Survey and as the best European Equity Manager by Global Investors.In polls by Euromoney, it has been ranked as the top private bank and the best bank in Switzerland.In 2005 Credit Suisse was ranked as the second best prime broker by Institutional Investor.

Designation: Technical lead

The '**Global Compliance Management Team'** ('Support Global, Offline Storage') provides backup and restore management services to all regions of Credit Suisse (except Zurich) as per the scope defined in this document.

- Leading an aggressive frontline team of 7 engineers.
- Delivery of SLA ,quality and productivity targets
- Ensuring to track,measure,report and evaluate engineers performance on monthly basis

- Working for multiple clients as Netbackup Admin
- Providing end to support to the customer
- Monitoring the backup environments
- Monitor and restart Data collection thru Ops Center
- End to end troubleshooting for backup failures
- New servers addition in backups
- Media management(offsite /onsite) for backups
- Restoration of files/directories as requested.
- Backup Reporting
- Managing more than 100 master servers with 1000+ clients.
- Managing multiplatform(windows,unix,VM) netback up infrastructure
- NDMP backup configuration/troubleshooting
- Investigate the Backup failures and fix issues
- Unload stuck tapes from the drives using Web console to fix down drives/Silo issues
- DR for Netbackup master server.
- Tape SILO & Drives status monitoring as per MPM
- Space utilization of File Systems related to Netbackup Application on Master & Media servers
- Liaise with 3rd party vendors for any Silo related issues
- Handle escalated technical issues related to restores
- Publish all the agreed reports to the Management/Regional Team

Project: Lloyds banking group solutions

Designation: Sr.system executive

Responsibility

- Troubleshooting issues related to SAA and SAI
- Creations of CR related to various projects:
- e.g. Decommission of Jurisdiction,Bidirection clock change,RMA exporting.
- SAA related activities: Creating Messages in SWIFT format for testing purpose, Creation of operators, Creation of LT's, Login and Logout of LT's, modifying active routing rules.

- SAA related Housekeeping tasks: Installing Swift alliance bank file, installing message syntax table, Creating and configuring LT's, Managing MX message records, and Installing value added services.
- SAI related Activities: Creating users, Password reset. Creating MP, Managing users Roles and groups.
- Creating MLPD documents related to projects and getting them signed off.

Award and Recognition

- Received IT IS central stage award for extraordinary performance and contribution to GC Restore team
- Received SPOT award for extraordinary performance in Barclays capital investment banking project.

Personal information

Qualification: B.Tech(computer science)

Marital status: Married

Passport: J435384

Place: Hyderbad   Date: