

Reshma Prakash Bandekar

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Summary

Total 4+ years of experience in Cloud Support, QA/ Application Support, troubleshooting web applications.

Experience

❖ WhiteHat Jr | Mumbai, Maharashtra

Technical Support Specialist | 06/2020 – 01/2023

- Managing permissions and user settings from Office 365 Admin Center, Creating & Managing users, provide Support for all office 365 services like exchange, SharePoint, One Drive, teams, Azure AD.
- Installation and configuration of MS SQL server, attaching, detaching, back-up and restoration of databases.
- On AWS Cloud creating users, MFA, assigning roles to EC2 instances, creating S3 & versioning.
- Hands on Experience with HTML5, CSS for development of curriculum content and projects.
- Co-ordination with SME's, cross functional teams and implementing feedback/ suggestions provided by users as well as fix errors in lesson plan, if needed.
- Providing supervision and guidance to development teams.
- Moderation for Tynker community on Live Mobile, Web, Notebook Projects, age-based tagging for pre-approved projects.
- Root cause Analysis & Debugging issues in code of code.org (block-based coding), thinkable (based on Java script), and come up with a structural solution for the repetitive issues.

❖ IceWarp Technologies | Mumbai, Maharashtra

Technical Support Engineer | 04/2019 - 02/2020

- Installation and Configuration of IceWarp® & MySQL Database in Windows & Linux servers, Database Migration, Bulk Object Creation & Modification of different objects like users, groups.
- Worked on Migration tools & performing migration from various mail servers, Solving Mail Send-Receive issue, domain blocking to avoid spam, Mail restoring from mail-archiving, Monitoring of servers eg. server load, Disk status, Service Status.
- Basic Knowledge in Linux commands, Shell Scripting, Folder & File permissions & ownership, Automatic job scheduling using Crontab, Package installation using YUM.
- Served as primary point of contact for support relating to owned solutions and products.
- Communicated with stakeholders to share critical technical information and deliver project updates.

❖ NetGains Technologies | Mumbai, Maharashtra

Junior System Administrator | 03/2018 - 04/2019

- Creating & Managing users, domains on O365, Exchange, Distribution List, Room Mailbox, User Mailbox, Data migration (IMAP).
- Creating & Managing users, domains on G-suite, O365, provide Support for all office 365 services like exchange, SharePoint, One Drive, teams, etc.
- Providing support for anti-spam filtering, logging and email tracking and transport rules, Multi Factor Authentication,
- Hands on Experienced in Microsoft Exchange Control Panel (ECP)
- Installation, configuration of windows server, Installation of active directory, promoting server to domain controller, troubleshooting Outlook, IIS and Mail delivery issues, Web Hosting, DNS management, Installation of SSL certificates.
- Managed infrastructure upgrades, analysis and resolution of end user hardware and software issues.

❖ **Selec Controls Pvt Ltd | Mumbai, Maharashtra**
Intern Executive- Production Planning Control | 03/2017 - 02/2018

- Ensure the material availability for all lines in production
- Responsible for stocks & Supervise output of each line.
- Analyze reasons behind the stock discrepancies & plan actions to prevent the same in future.
- Supervise new installation projects on production line.

Skills

Microsoft Azure, AWS, HTML5, CSS, JavaScript, Bootstrapping, Solution Architect, Project Management, DNS Management, Web Hosting, System Administration, L1 & L2 technical Support

Education

❖ **Veermata Jijabai Technological Institute | Mumbai, Maharashtra**
M.Tech Degree in Project Management | 08/2017
Passed with 8.8 CGPA

Projects Undertaken:

- Optimization of Duration Estimation using Monte Carlo Simulation.
- Improvement in Inland Waterways in India by providing cost effective solution using Multimodal Transportation.

❖ **University of Mumbai | Mumbai, Maharashtra**
B.E. Degree in Electronics & Communications Engineering | 08/2013
Passed with 73.1 % Distinction

Project Undertaken:

- Secure Localization against Wormhole Attack using distance consistency which was published in IEEE paper.

❖ **Elphinstone College | Mumbai, Maharashtra**
H.S.C. 12th Std | 08/2009
Passed with 83.67 % Distinction.

❖ **St. Columba High School | Mumbai, Maharashtra**
S.S.C. 10th Std | 08/2007
Passed with 87.84 % Distinction

Accomplishments

- Appreciation letter for consistency in performance at Net Gains Technologies
- Editor-in-Chief for Annual Procanvas Magazine at VJTI PM
- Published Research Paper on "Production Planning & Control"
- Qualified GATE 2015 with 95 percentiles

Certification

- CMS – Certified Cloud Architect
- MTNL – Optical Fibre & cables and Converged Communication