**RESUME**

M.HEMA

Phone Number: 7207921233

E-Mail: hemamunaswamy15@gmail.com

# CAREER OBJECTIVES

To work with an innovative ideas. To get place in an organization which offers professional growth while being resourceful, innovative and flexible**,** where I can make significant contribution by applying my training, experience and management potential and enhance my skills further.

**WORK EXPERIENCE**

**Freedom Software Solutions Pvt. Limited, Chennai.**Software Support Engineer, July 2019 - September 2020

* Generated parameterized reports using Crystal Reports.
* Created, maintained, modified, and optimized SQL Server databases, database security and auditing Designed, programmed, deployed and tested the requested Reports.
* Installed and Configured MS SQL Server 2008.
* Migrated SQL Server 2005 data bases into SQL Server 2008.
* Performed daily tasks including backup and restore by using SQL Server 2005 tools like SQL Server Management Studio, SQL Server Profiler, SQL Server Agent, and Database Engine Tuning Advisor.
* Basic in SQL queries, Data base creation, Client server installation.
* Technical support for released application software, working with customer support team. Version release patches done.
* Customised report generation done based on the customer requirements.

**HCL Technologies, Chennai.**

Analyst, January 2021 - Present

* Working as Windows server admin. Installing, configuring and troubleshooting on the servers
* Managed Microsoft Patch Tuesday's testing, deployment, and reporting
* Knowledge of having the Decommission Servers
* Managing and Monitoring Dynamic Host Configuration Protocol and monitoring Domain Name System DNS.
* Monitoring of VM's ESX server’s CPU, Memory, Disk, Network Utilization for Security Compliance.
* Maintained and administered Windows servers and VMware ESX servers, maintained physical server hardware
* Followed policies and procedures while maintaining strict confidentiality
* Work well in a fast-paced environment while under pressure and with deadline.
* Follows IT operations processes – change management, incident management.
* Familiarity with modern operating systems and server platforms.
* Created a change and Incident tickets by using Service Now tool.
* Firm understanding of Windows security including file system permissions, file sharing, event logging, performance monitoring and disk administration
* Provide end users with hardware and software support on time within the support SLA.

**EDUCATIONAL QUALIFICATION**

* **B. Tech** from Sri Venkateswara College of Engineering and technology in the year of 2019 with an aggregate of 76.3%.
* **Board of Intermediate** from Sri Chaitanya Junior Kalasala in the year of 2014 with an aggregate of 83.5%.
* **Secondary School** from P.C.R Govt. High Schoolin the year of 2012 with an aggregate 78.6%

**TECHNICAL EXPOSURE**

**Operating System**

Windows OS

**Workstations/ Servers**

Windows Server (2003, 2008, 2008r2, 2012, 2012r2, 2016, 2019)/ HP ProLiant.

**Software Applications**

Service Now, Microsoft Active Directory, PowerShell, VMware VCenter, MS Office

**Hardware Management Ports**

HP iLO, Dell Drac, Cisco UCS Manager

**Database**

SQL

**PERSONAL TRAITS**

* Hardworking
* Positive Attitude
* Good interpersonal skills
* Believe in teamwork and honesty

**PROJECT SUMMARY**

|  |  |
| --- | --- |
| Client | **Smith&Nephew** |
| Organization | **HCL Technologies** |
| Role | Analyst |

**Smith&Nephew:** Smith&Nephew, is a British [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [medical equipment](https://en.wikipedia.org/wiki/Medical_equipment) manufacturing company headquartered in [Watford](https://en.wikipedia.org/wiki/Watford), England, UK. They have leadership position in Orthopaedics reconstruction, Advanced wound management, sports medicine, trauma & Extremities.

|  |  |  |
| --- | --- | --- |
| **PERSONAL DETAILS** |  |  |
| Father’s Name |  | S Munaswamy |
| Date of birth |  | 15-04-1997 |
| Gender |  | Female |
| Nationality |  | Indian |
| Languages known |  | English, Tamil and Telugu |
| Address |  | # 3-254/1 |
|  |  | Brahmin Street, Greamspet, |
|  |  | Chittoor, A.P. |
|  |  |  |

**DECLARATION**

I hereby declare that the above given information are true to the best of my knowledge.

**Place:**

**Date:**

**Hema M**