**HEENA MEHNDIRATTA**

**Address: - Flat 402, Sanvi Cosmos, Serilingampally**

**, Hyderabad, Pin: 500019**

**Contact: - +**91 8826793790  **E-mail: -** heena.arora1815@gmail.com

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**CAREER SUMMARY**

Professional Senior Technical Support Engineer with 6 years of experience in IT support. Seeking to apply for a restart in my career in IT services with a gap of 3 years.I took a maternity break and used that time to enhance my knowledge in IT services.

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**PROFILE**

* Worked with Tech Mahindra,Hyderabad as a **Senior Associate** in Service Desk.
* Professional with in-depth academic knowledge of IT Support and Remote Infrastructure Management
* Worked with HCL Info Systems, Noida as **Tech SME**.

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**PROFESSIONAL EXPERIENCE**

**Tech Mahindra, Hyderabad Feb’19 to Oct’19**

**Senior Associate-L1**

**Tool : Service-Now Tool**

**Client : Wilhelmsen ship services**

***Roles and Responsibilities***

* Creating and managing user accounts, roles, delegation, backup and restore from Active directory.
* Managed and troubleshooted issues on Organisation’s SharePoint account.
* Familiar with incident management, problem management and change management.
* Managed the O365 admin account, Exchange admin from ECP ( Creation of rules, Mail-flow, message tracking etc.)
* Managed the Mimacast admin (Cloud based software) to secure the outlook Emails.
* Troubleshooting of various types of network printers.
* Worked on SCCM, lifecycle server, exchange management console, O365 admin console on Windows Server 2016
* Creation , deletion of users accounts from Active directory.
* Knowledge of all the O365 applications(Skype for business online , Teams, One-drive, Share-point, outlook etc ).
* VPN creation and providing access to users.
* Responsible for knowledge training of new team members in a process.

**HCL Infosystems, Noida July 15 to Aug 18**

**SME-Tech support**

**Tool: CRM Tool**

***Roles and Responsibilities***

* Handled a team of 10 Remote Support Engineer to Manage End to End Transition & Service Delivery PAN India.
* Managed and monitored AUX Management – Roster & Process adherence.
* Providing Level 2 support for B2B customers for their Laptop/Desktop, Server, Printer, Networking devices and Application support.
* Generates reports for incident management and problem management.
* Working knowledge of ITIL framework best practices.
* Effectively managing multiple Projects/Accounts to ensure that they are delivered on time and to the Clients satisfaction.
* Performing Quality Audits and giving Feedback to the Engineers and maintaining the effective Quality without deviating from the Customer orientation.
* Planning preventive & corrective action plan for bottom performer.
* Managing resources to meet daily delivery schedules
* Managing staff induction, training, and performance reviews
* Handling Technical & Customers escalation from all customers
* Insured compliance with all Service Level Agreement achieved highest customer satisfaction results

**HCL Infosystems, Noida Mar’13 to June’15**

**Technical support executive-L1**

**Application: SAP-CRM**

**Client: PAN india Govt. Banks**

* Responsibilities included giving online support to the customers and the Engineers, Support includes Installation,Configuration and Troubleshooting of Desktops,Laptops, Servers,Networking devices and Printers related issues.
* Involved in Microsoft application software installation, system configuration,hardware, networking configuration & Microsoft Securities – Software Update Services for downloading and Installing Service Packs/Patches & update patches for Anti-virus.
* Responsible for troubleshooting network related problems.
* Installation & Configuration of printers & Scanner and its basic level of troubleshooting.
* Microsoft Outlook, Outlook Express configuration, backup, troubleshooting.
* Installation, patching and Upgrading software packages.
* Install, configure, maintain Linux/UNIX operating systems and components.
* Troubleshooting of windows server basic issues.

**INTARVO iStep, Noida May 2012 to nov 2012**

Completed 6 Months Internship training programme on A+ and N+,basic MCSA from Intarvo Istep Ltd., Noida

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**KEY SKILLS**

* Worked in different OS platform: Windows
* Knowledge of Functional Testing.
* Knowledge of key services of AWS.
* Knowledge of MySQL database.
* Knowledge of ITIL process(Incident management, service management, change management, problem management).

**CERTIFICATION**

**AWS Cloud Practitioner certified in 2018.**

**EDUCATIONAL & PROFESSIONAL CREDENTIALS**

| **Qualification** | **University/School Name** | **Year** | **Marks** |
| --- | --- | --- | --- |
| B.Tech(C.S.E) | Les Filles MVN IET,Palwal | 2008-12 | 70% |
| 12th | Rawal convent school,Ballabgarh | 2008 | 68% |
| 10th | Rawal convent school,Ballabgarh | 2006 | 70% |

**AWARDS AND ACHIEVEMENTS**

* Achieve participation certificate in Ethical Hacking
* Awarded for best CSAT scorer for the Q3 2015.
* Applause for the best performer of the year in 2015.
* Applause from the Client IT director for the best customer service.

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**PERSONAL DETAILS**

| **Name** | Heena Mehndiratta |
| --- | --- |
| **Father’s Name** | Ramesh Mehndiratta |
| **Gender** | Female |
| **Date of Birth** | 18-05-1991 |
| **Nationality** | Indian |
| **Marital status** | Married |
| **Hobbies** | Gardening ,Dancing and Art and Craft |
| **Permanent Address** | Hno.-2934/A,Sector-3,Faridabad,Haryana(121004) |

I hereby declare that all information furnished is true to my knowledge and can be verified.

***Heena* *Mehndiratta***