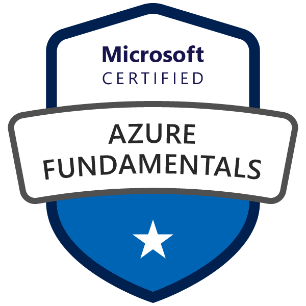
**ABINAYA. M** 

**Abinayamathiyalagan@gmail.com**

**Phone: 7598878180, 9585229334**

**Objective:**

To gain experience in various technologies and also project management in the short term and head the operations of a big organization in the medium / long term.

**Technical Skills:**

* Technologies known : VMware Horizon view client, Windows
* Certifications : Microsoft Azure Fundamentals
* Applications : MS Office apps

**PROFESSIONAL EXPERIENCE: (5 Years)**

**Organisation**

Wipro Technologies Limited **(Feb 2018 – April 2020)**

DXC Technologies (**April 2020 - Present**)

**Major Areas of Experience :**

* VMWare Technology
* Active Directory
* Vcenter
* Troubleshoot

**Project in DXC:**

**Client: AT&T**

**Key Deliverables:**

* Mentoring and training of interns and team members in VMware and Windows Server administration
* Perform upgrades to operating systems and software packages (ie, HVDI components, Windows services, or other enterprise apps) as necessary
* Performing backups, troubleshooting and problem resolution for servers associated with a VMware virtual infrastructure
* Troubleshoots and resolves problems and monitors system performance while simultaneously support team members engaged in similar efforts
* Work independently and receive minimal guidance on work assignments
* Provide SME level support for HVD issues that come through the Email/Service Now/ Phone
* Good knowledge in tools like SSV, M&R, Service Now, Active directory, V center, Appstack
* Had troubleshooted major issues like Connectivity, Outlook, Exchange EXO migrated user issues, Profile issue ( FSLogix, Profile unity) Dual monitor, Thin client based Horizon VDI’s,(Static and dynamic), Performance issues, Upgrade issues and Application issue
* Coordinating with different stack holders and work with app support teams for major incidents

**Project in Wipro:**

**Client**: **CITI**

**Key deliverables**:

* Elevated to the position of Team lead in less than 2 years
* Responsible for App deployment, configuration, maintenance, and trouble-shooting customer’s VMware Infrastructure.
* Responds to End User request for technical support and assistance within established procedures
* Schedules and perform VMware installations, patching, upgrades and maintains them in accordance with established client’s SLA and procedures
* Reverting the applications, missed out data’s while user migrated to new cloud desktop
* Handled Connectivity issues, Excel issues, Application missing & functionality issues.
* Support and Manage VMware Horizon view (VDI) Infrastructure
* Manage and Troubleshoot migration of Citrix XenDesktop environment to Horizon environment
* Helped to develop Active Directory user adding/removing and SharePoint ticketing solutions for the Migration.
* Good knowledge in tools like Client distribution portal, infra tools, Service Now for ticketing system, Accelerate tools, View console, Vcenter.
* As a lead, ensured reaching the goal by delegating task to the team members and achieving the target Zero attrition till date

**Skills:**

* Great passion to learn and quick learner
* High feasibility and able to adapt to change quickly
* Very good team player and motivator
* Comprehensive knowledge of basic computer hardware and software fundamentals
* Possess in-depth knowledge in systems administration activities and demonstrate high-level skills with extensive proficiency
* As a VMware administrator to be excellent problem-solvers who can determine the main source of product issues and provide quick & elegant solutions.

**Rewards and Recognition:**

Bagged two prestigious awards in a span of less than two years.

* Instant Karma award
* Sapphire Award
* Collaborating as one team award
* Excellent performance award
* Q1, Q3(Quarterly champ award)

**Academic details:**

|  |  |  |
| --- | --- | --- |
| **PROGRAM** | **SCHOOL/COLLEGE/UNIVERISTY** | **YEAR** |
| B.Tech (IT) | Arunai Engineering college | 2016 |
| 12th | KRP Matriculation | 2012 |
| 10th | PSG Matriculation | 2010 |

**Personal Profile:**

Date of Birth : 28th Aug 1994

Father’s Name : Mr. Mathiyalagan

Gender : Female

Marital Status : Married

Nationality : Indian

Languages Known : English,Tamil

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# (ABINAYA.M)