# RESUME

## Daisy Flora A

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# CAREER OBJECTIVE

To use my skills in the best possible way for achieving the company’s goals and enhance my professional skills in a dynamic and fast paced workplace and to gain more knowledge. Have a thorough hands on experience in directly dealing with clients, determining and addressing their requirements as well as making sure to solve any issues that arise on priority.

# EDUCATIONAL QUALIFICATION

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| --- | --- | --- | --- | --- |
| **COURSE** | **NAME OF THE INSTITUTION** | **BOARD** | **YEAR OF PASSING** | **PERCENTAGE OBTAINED** |
| B.E (Electronics and  communication) | Rajiv Gandhi College of Engineering | Anna University | 2017 | 70 |
| Higher secondary | St Joseph’s Matriculation Hr Sec School | State Board | 2013 | 76.4 |
| SSLC | St Ann’s Matriculation Hr Sec School | Matriculation | 2011 | 75.2 |

# PROFESSIONAL EXPERIENCE

|  |  |  |  |
| --- | --- | --- | --- |
| ORGANIZATION | DESIGNATION | ROLES & RESPONSIBILITIES | DURATION |
| HCL TECHNOLOGIES | Analyst | Service Desk | July 2017 – August 2019 |
| COGNIZANT | Sr. System Engineer | RDS | October 2019 – September 2021 |
| YASH TECHNOLOGIES | IT System Engineer | RDS | December 2021 – May 2022 |

# TECHNOLOGY SKILLSET

* Operating System    : Windows (10, 8 ,7)
* Ticketing Tools         : Service now
* Remote Tools           : SCCM & Remote desktop, Remotely Anywhere

# Servers             : Active Directory, Radia Administrator

# Applications : MDM, Citrix, MS Office 365, Vmware Horizon Client

# VPN                           : Cisco Anyconnect, Network Connect, Pulse secure, Global Protect

# Encryption           : BitLocker Encryption and Symantec

# STRENGTH

* Good communication and presentation skills
* Patience
* Multi-tasking ability
* Quick Learner
* Ability to deal with people diplomatically
* Good trouble shooting and analytic skills
* Self-motivated and self-disciplined
* Result oriented smart worker with positive attitude
* Ability to work efficiently both independently and in group
* Ability to work under stress and work in fast paced demanding environment
* Comprehensive problem solving ability.

# ROLES AND RESPONSIBILITIES

* Hands on experience on end user computing like desktops, laptops, wi-fi devices on both software and hardware.
* Remote support and application knowledge
* Software and OS level troubleshooting in Windows 7,10,MS office 2010 and 2016.
* Outlook and mail configuration
* Windows application troubleshooting and Windows update failure trouble shooting.
* Handle daily technical support activities on desktop support.
* Basic knowledge of server interaction adhering to SLAs
* Identify improvements and quick resolution on day to day IT operations.
* Creating, deleting and disabling the user, service, external accounts and shared mailboxes in Active directory
* Interact with clients work with IT team to resolve new and existing problems.
* Understanding the severity of the scenarios and escalating to L2 team.
* Install, uninstall, upgrade and configure, printers, OS, PC software and hardware used by end users.
* Creating, modifying and adding users to service now assignment groups.
* Troubleshooting VPN issues.
* Handling the onboarding process of the new employees, raising request for the groups and access required by the new joiners
* Troubleshooting virtual desktop issues, hands on experience in troubleshooting VDI issues through Vmware horizon client
* Troubleshooting Hardware issues and identify point of failures on desktops and laptops
* Perform preventative maintenance on all workstations. Troubleshooting browser issues, VPN client, Internet issues, Outlook issues, other OS related troubleshooting.
* Printer and share drive mapping, Installing software on client systems

# TECHNICAL SKILLS

* Working with Active directory.
* Good understanding of OSI reference model.
* Probing, analyzing, isolating and identifying the root cause of reported issues.
* Good troubleshooting and analytic skills.
* Reduced ticket inflow by automating certain troubleshooting steps and creating knowledge articles for self-troubleshooting.

# SELF-EVALUATION

* I have held myself to high standards for customer communication and satisfaction. I believe my commitment to excellence can be seen in the results of my work.
* I believe the greatest factor in my success has been my ability to absorb information quickly and to learn from my mistakes.

# DECLARATION

I hereby solemnly declare that the information provided is truly stated and I am competent to furnish as well as verify it with adequate details.

SIGNATURE

A.DAISY FLORA