**Pooja Shelke**

**Tools** **Monitoring and Support**

[Poojashelke07@gmail.com](mailto:Poojashelke07@gmail.com)

9892738196

**PROFESSIONAL SUMMARY**

* I worked as a consultant at Capgemini India Pvt Ltd. Complete experience on various networking and application monitoring tools like Hp NNMi, Hp BSM and SiteScope,Science logic from Monitoring devices, server and basic troubleshooting, settings.
* Also worked on various weekly and monthly applications availability and performance reports, experienced in extracting and analyzing data using various tools as well as automated reports to respective recipients with auto triggered email.

**SKILLS**

* Tools & Utilities: NNMi, Hp Site Scope, BSM Science logic.

BMC Remedy and Service Now.

* Operating Systems: Win. 7, Win. XP and Win. Server 2003,2008,2012.

**WORK HISTORY**

**Consultant June 2017 to Dec 30th December 2020**

**Capgemini - Mumbai, India**

* Responsible for monitoring internal network devices, servers & critical business impacted applications with L1 level troubleshooting.
* Acts as primary tier in identifying issues which includes application performance and unavailability.
* Validating email alerts for servers and network devices.
* Acts as primary tier in alert response and follow up.
* Tracks the resolution of application problems reported through monitoring tools.
* Logging ticket in BMC REMEDY TOOL and assign ticket to consult application support team.
* Ensure effective communication to other operational teams.
* Application downtime management - Maintenance Mode (MM)
* Severs downtime management - Maintenance Mode (MM) and Server reboot activity.
* DL creation and Modification.
* Generic & Service accounts Creation and Modification.
* Exchange server account lockout, password reset
* **Meanwhile perform another task in Networking and application tools**
* Internal device, Server Application Addition, Deletion, Modification and Configuration etc.

**Mind Square Technologies (India) Pvt Ltd (May 2016 to April 2017)**

**Job profile: Technical Support Associate.**

* Supporting user to IT related queries, Software requests through E-mails, Phones, and Web-chat.
* Provided functional and technical support on Lync, Outlook, crosslink, data card installation, internet, by taking remote console of user system through team viewer, Goto assist
* Helping clients with regards to run the different patches
* Helping clients with regards to install the printers
* Logging ticket in BMC REMEDY TOOL and assign ticket to consult engineer for next level support.
* Raise Request related incident in MY IT Portal and generated work order assign to concern person or concern team.
* Exchange server account lock unlock, password related guidance if user facing issue
* User Distribution List (DL), Resource Mailbox add and remove, Folder access and sharing related guidance to raise a request in MY IT Portal and co-ordination with team as well as with user
* Also keeping record of Remedy Daily Call Logs and Pending Calls sending these reports to manager on daily basis

**Impact Hr Services Pvt.Ltd: (August 2014 to January 2016)**

**Job profile: Technical Support Associate**

* Support daily IT related queries, Software requests through E-mails, Phones, and Web-chat.
* Provided functional and technical support on Internet, Lync, Outlook, crosslink, data card installation by taking remote console of user system through team viewer, ,Goto assist
* Exchange server account lock unlock, password related guidance if user facing issue
* Logging ticket in BMC REMEDY TOOL and assign ticket to consult engineer for next level support
* Helping clients with regards to technical issues
* Also keeping record of Remedy Daily Call Logs and Pending Calls sending these reports to manager on daily basis

**HCL SERVICES LIMITED: (March 2014 to July 2014)**

**Job profile: Associate**

* Repairing and upgrading the Projectors
* Working on SAP CRM System
* Co-coordinating with the Customer

**RIVERA INTERNATIONAL PVT.LTD: (August 2013 to February 2014)**

**Job profile: Service Engineer**

* A Servicing & Repairing of all types of DJs Equipment’s
* Invoicing of Audio Products
* Update of Software of Audio Products

**Educational Details: -**

B.E (electronic) from S S V P S College of engineering North Maharashtra University in 2012

Diploma (electronics & communication) from S H Jondhale College MSBTE

S S C from Gayatri Vidyalaya MSBTE

**Personal Details: -**

Date of Birth: 27th July 1990

Marital Status: Single.

Nationality: Indian

Known language: English, Hindi & Marathi.

Hobbies: Listening music

Address: A Wing room no 403, Radha Krishna tower

Near Abhyudaya co-operative bank, Poona link Road

Kolsewadi Kaylan (east) 421306

Declaration

I do hereby declare that the above information is true to the best of my knowledge.

DATE:

PLACE: Mumbai (Pooja Shelke)