SWATHY. S

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7708171868

# PROFESSIONAL SUMMARY

Having 7 years of experience in the IT Infrastructure industry and skilled at operating in a wide range of platforms like Windows Exchange Server, Active Directory, and Router Troubleshooting Professional Strengths: Possess in-depth knowledge of system and business performance Possess excellent verbal and written communication skills Ability to work in a team and handle multiple projects Good motivator and ability to work under pressure Possess good management and organizational skills Sound knowledge of various software tools and applications

Chennai, India 600044

# TECHNICAL PROFILE

**EDUCATION**

M.C.A: Computer Applications **Vivekananda Institute of Engineering & Technology**, Erode, January 2012

## GPA: 83%

Bachelor of Computer Science: Computer Science

**Navarasam Arts And Science College**, Arachalur, Erode, April 2009

## GPA: 74.16%

Higher Secondary: Maths **Government Girls Higher Secondary School**, Erode, March 2006

## GPA: 57%

SSLC: Maths And Science **Railway Mixed High School**, Erode, April 2004 GPA: 66%

* Linux
* Git
* Microsoft Windows
* GitHub
* Microsoft Exchange

## VPN

* Autodesk AutoCAD
* Powershell script
* Amazon Web Services

# SKILLS

**Professional Strengths**:

* Possess in-depth knowledge of system and business performance
* Possess excellent verbal and written communication skills
* Ability to work in a team and handle multiple projects
* Microsoft Windows Server
* Anti-Spam Filtering
* Windows Active Directory
* Folder access and Restriction
* File Servers
* Jenkins

## FTP

* Mail Servers
* Good motivator and ability to work under pressure
* Possess good management and organizational skills
* Sound knowledge of various software tools and applications



# WORK HISTORY

April 2023 – Current

**Quess Corp LTD – IT Support Engineer**

* + Managed User account management
  + Experience in Kibana logs
  + Working experience in ServiceNow Ticketing tool
  + Generating Reports based on business needs
  + Experience in handling Requests and Incidents
  + Preparing the documentation like Process documents, Brainstorming session documents, KB article and Lesson Learing documents
  + Manage Azure AD resources in a directory such as create or edit users, assign administrative roles to others and reset user passwords

November 2021 – March 2023

**Vatech Wabag Ltd - Executive - IT**, Chennai

* + Sound working knowledge of remote access technology like SonicWall VPN client
  + Handling Asset Management
  + Thorough knowledge of Active Directory (managing users computers, groups and contacts)
  + Strong knowledge in FSMO roles
  + Created Scripts for simple tasks using PowerShell
  + Administering, monitoring and maintaining the Exchange e-mail system and related messaging technologies (e.g Spam filtering)
  + Knowledge in Anti-Virus software like Trend Micro and Crowdstrike
  + Patch Management through WSUS server
  + Make sure applications on AWS are up and running.
  + Responsible for creating and configuring the AMI.
  + Sound knowledge in creating Vmware
  + Knowledge in FTP server to manage secure file transfer
  + Creating, maintaining and updating all scripts, user templates, policies, group memberships and distribution lists within the Exchange email environment
  + Sound knowledge of Email client like Microsoft Outlook and OWA
  + Thorough knowledge of Active Directory (managing users computers, groups and contacts)

October 2018 - November 2021

### Sensoft Solutions Pvt. LTD. - Senior Infrastructure Engineer, Chennai

* + Managed user accounts on **Windows Server 2016** (Creation, Deletion, Permissions and VPN access)
  + Create and manage shared calendars, mailboxes, etc
  + Experience in Migration of Exchange Mailbox to third party Zimbra server.
  + Anti-spam/filtering software,Release of false positive emails
  + ADFS Configuration
  + Administered DHCP.
  + Responsible for AWS IAM and MFA support.
  + Responsible for AWS EC2, EBS, S3 and Snapshot.
  + End-user support demonstrated proficiency in MS Exchange 2016, Outlook and Mailbox management and support.
  + Proven experience with Exchange 2016 Administration, ActiveSync and Mobile Device Management
  + Expertise in handling mail routing and mail-flow related issues
  + Engage in administrative tasks such as adding, modifying and deleting group mailboxes and email accounts
  + Common tasks include creating/disabling AD and Exchange 2016 accounts, password resets, managing group membership and project mailbox creation.
  + Controlled support for MS Office, AUTOCAD (Mechanical, Plant 3D), STAD PRO, Adobe licensing, Aveva E3D Modelling and Navis Manage.
  + Analyze and resolve user email account in the Exchange Server in a timely and accurate fashion.

September 2012 - May 2014

### MphasiS an HP Company Limited - Customer support officer, Bangalore

* + Cross-trained and provided backup support for organizational leadership.
  + Promoted superior experience by addressing customer concerns, demonstrating empathy, and resolving problems swiftly.
  + Trained staff on operating procedures and company services.
  + Managed customer service effectiveness by monitoring performance and assessing metrics
  + Acted as a point of escalation to the customer during outages
  + Trained new employee on Router troubleshooting

**PROFESSIONAL CERTIFICATION, MICROSOFT**

**CERTIFIED PROFESSIONAL ( MCP) AT IICT, CHENNAI.**

The Microsoft Certified Professional Certification program covers a broad range of technologies throughout the Microsoft ecosystem of IT technologies.

Microsoft Certified Professional (MCP) at IICT, Chennai.

Certification No : G754-2962

Certification Date : April 03, 2018

**Certified Azure Administrator Associate**

Azure certification involves implementing, managing and monitoring an organization’s Microsoft Azure environment

Microsoft Azure Administrator Associate AZ-104

Certification Number : 3A861E - 30BA0Z

Certification Date : July 15, 2023