Ashwini Ganesh Panmand

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**Career Objective**

* Accomplished System Administrator with 10 yrs. Experience in managing server in infrastructure. Effectively plan, install, configure and optimize IT infrastructure to achieve high performance
* System Administration of Organization’s location wide systems.
* Experience in Microsoft System Configuration Manager 1910 & 2010
* Active Directory Services: Object management
* Proven ability to create and delivered solutions for a secured infrastructure.
* Excellent command of running projects employing industry standard project management techniques.
* Extensive documentation and training experience
* Microsoft Servers: Windows Server 2012 R2
* Software: MS Office 2012/2010/2013, Symantec Antivirus

**Achievements**

* Preparing for ITIL certification.
* Microsoft Certified on Administering and Deploying System Center 2012 Configuration Manager
* INSTA Award for excellent work
* Glory Award from client

**Education**

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| **Qualification** | **Subject** | **Board/University/Year** | **Percentage/Grade** |
| BACHELOR OF SCIENCE | Information Technology | Mumbai University/2011 | 70.00 |
| STANDARD XII / H.S.C. | Science | Mumbai University/2008 | 70.33 |
| SSC | Others | Maharashtra Board/2006 | 77.06 |

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| **Organization** | Infosys Ltd |
| **Period** | Dec 2011 – Till Jun 2013 |
| **Roles** | Operation Executive |
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| **Responsibility** | * Account Unlock, Password reset, Machine creation with proper access in different OU * To provide Remote Support and assistance to Clients and User’s in India\EMEA (Admin Access, ID, DL creation in Exchange, Software Allocation and Installation and coordinating with onsite team) * VPN(AnyConnect)troubleshooting for connection using Secure id or Smartcard. Encryption of hard disk via Pointsec and Bit locker –Troubleshooting on Login issues and TPM settings. * Secure ID – Pin reset, Lockout and Logical expiry related issues. * Blackberry enterprise activation for emails and email delivery issues. * Registry and group policy related settings for USB enabling and for providing Admin rights. * Desktop and VDI login issues * Worked on ticketing tool Service Now and given VDI support for Banking Project |
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| Period | Jun 2013 – Till Jan 2017 |
| **Roles** | Systems Engineer & Senior Systems Engineer |
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| **Responsibility** | * Part of L1 support team, provides all support related to L1 tasks * Responsible for all Desktops related issues * Provide troubleshooting and support to all Software related part * Software Installation and troubleshooting * Software Assetization part * Handles Request, Incident within SLA process * Desktop formatting and basic hardening as per client requirement * Ticketing tool CA service desk |
| **Period** | Jan 2017 – Till date |
| **Roles** | Technology Analyst |
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| **Technical Environment** | AD management, Microsoft SCCM 1910 & 2010, SEPM Administration, DHCP. |
| **Responsible for** | Day-to-day support on Windows Server, Maintaining a secured IT infrastructure, patch deployment and compliance. |
| **Responsibility** | **Microsoft SCCM:**   * Expertise in SCCM administration, deployment, Troubleshooting & other SCCM issues. * Deploy security updates using SCCM Software Update Point (SUP) and Windows Server Update Services (WSUS) * Further develop and execute a plan on patch management * Analyze SCCM log files, provide patch management support and maintenance window operations * Microsoft monthly Security patching * Creating & advertising customized application package as per the requirements Generating and monitoring patch compliance reports * Proficient in providing user support and training * Package Creation and Distribution via SCCM * Asset Management and AD-SCCM reconciliation * Responsible for SCCM site health, application packages and upgrades * DCM related issues and keeping compliance for all DCM items * Assist Location Desktop Engineer team with integration of imaging activities through MDT * Responsible for all server related issues. * Provide troubleshooting and daily worked on AD issues * Implemented and managed IP Addressing in DHCP segment * IP reservation in DHCP server * Managed an **Active Directory site**: used AD to create and manage computer, user and group accounts in an Active Directory environment. * Participated in complete **deployments and patch management**. Virus protection. * All production server’s backup. * Maintaining a secured infrastructure, Installing and configuring **Symantec Endpoint Protection v14** * **SEPM** admin * Having Good knowledge of **ITIL process** (Request, Incident SLA process) |

**TRAININGS**

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|  | Attended various technical and non-technical trainings during assignments:   * Microsoft SCCM (System Center Configuration Manager) training. * Cross Cultural communication. * Client Interfacing Skills * Design Thinking * Cloud computing using windows Azure * Building creative confidence * Getting started with working Remotely * Microsoft Azure Security Services   **Personal Sketch**  Name: Ashwini Ganesh Panmand  Date of Birth: 24th Nov,1990  Marital status: Married  Nationality: Indian  Religion: Hindu  Languages known: English, Hindi and Marathi |

**Declaration:**

I do here by declare that the information’s provided above are true and complete to the best of my knowledge.

**Yours Sincerely, (Ashwini Ganesh Panmand)**