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| POOJA Hiremath  Phone: 8050347412  Email: poojahiremath18@gmail.com |
| To get into an organization and work enthusiastically with a team that encourages continuous learning and to utilize my potential and skills in the best possible way to achieve the organization’s goal that provides opportunities to grow. |

# Experience

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| 03/11/2022 – CurrentServer Support Enginner, HPE  * Level -1 troubleshooting on servers * Worked on ML and DL (Gen10 and Gen10 Plus) servers * Have worked on Windows, Linux, and VMware OS servers * Worked on updating firmware’s of the servers, installation of OS etc... * Reviewed system logs to identify performance inefficiencies and implement appropriate solutions. * Maintained hardware and software for servers and assisted in installation and upgrade of servers. |
| 24/11/2018 – 1/12/2020Windows Support Engineer, Mindtree Ltd.  * Owned tickets raised by the customers and resolved them. * Gained experience of the work environment and how the issues can be handled remotely. * Worked on Windows related servers. * A skilled and reliable Engineer having experience in shared services projects, capable of handling multiple Customer Infrastructure * Set up user accounts and profiles on networks for companies, creating profiles and controlling access according to requests. * Communicated technical information to non-technical audiences through easy-to-understand instructions, presentations, and remote access demonstrations. * Responded to customer emails regarding technical malfunctions and issues to fix remotely. |

# Education

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| YEAR OF GRADUATION: 2018B.E, B.V. Bhomaraddi College of Engg. & Tech. FIELD OF STUDY: Electronics and Instrumentation  GPA: 7.16 |
| YEAR OF GRADUATION: 2014PUC, Konnur science pu collegeFIELD OF STUDY: SciencePercentage: 71%YEAR OF GRADUATION: 2012SSLC, Kittur rani channamma residential sainik scholl for girls.Percentage: 89.76% |

# Skills

* Incident management
* Call Handling
* Windows Server Administration
* Server Firmware Upgradation
* OS installations on servers
* Troubleshooting server issues
* ILO (4 and 5)
* Collecting and analysing the respective logs to know about the issue
* Excellent Language and communication skills.
* MS Office
* ITIL
* Monitoring Tools
* Active Directory Admin
* Outlook

Salary Expectations – 6.5 LPA to 7 LPA

Total Experience – 3 years

# ACTIVITIES

Hobbies:

* Reading novels
* Writing
* Playing Chess and Basketball
* Craft works/ Drawing

Achievements:

* 2 times quarterly Manager Award.
* Peer Awards from fellow Team members

# Personal Information

* **Name**: Pooja S Hiremath
* **Date of Birth**:18th Aug 1995
* **Father’s name**:Shankar
* **Spouse Name:** Shivakumar
* **Languages known**: Kannada, English, Hindi, basics of Telugu
* **Permanent address**:W/O: Shivakumar G Odsumath, Bakale Plot,

Opp. to New IB, Near Kempannavar School,

Ron Road, Gajendragadh, Gadag Pin:

**Declaration:**

The above furnished information is true and correct to the best of my knowledge.

**Yours Sincerely,**

**Pooja S Hiremath**