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**Summary**

* IT Professional with 7+ years’ experience in system support and maintenance with comprehensive knowledge in Windows Desktops and Servers.
* Proficient with Agile, DevOps and associated technologies.
* Possess clear understanding of STLC including Requirement study, Test design, Automation scripting, Test execution, Defect logging and reporting.
* Well versed with Functional Testing, Regression Testing, Integration Testing and System Testing.
* Test automation skills and knowledge of automated test tools for web applications e.g., Selenium (ideally including basic knowledge of Python and Cucumber).
* Familiar with version control, continuous integration, deployment processes and tools like Jenkins, and GitHub.
* Good knowledge of the ITIL Process Framework, IT Service Strategy, and IT Service Level Management.
* Extensive experience developing procedures, policies, technical manuals, software guides and instructions, executive briefings, and presentations.
* Create and manage group policy using GPMC tool and configure mobile devices and printers.
* Experience using SCCM for software deployment and troubleshoot SCCM clients.
* Maintained and service multiple types of software including Windows 7/ Windows 8/ Windows 10, Windows Server 2008/2012 as well as Microsoft Office 2007/2010.
* Good interpersonal skills, commitment, result oriented, hardworking with a quest and zeal to learn new technologies and undertake challenging tasks.

**Education**

* M.S in Computer Science (2009) – The City College of New York, CUNY, New York
* Bachelor of Technology in Computer Science (2005) – Pondicherry University, India

**Technical Skills**

* Operating System - Windows Server 2003, 2008, 2012, Windows 7/8/10, Linux
* Application software - MS Office 2007/2010/2013, VMWare/vSphere, Citrix, Microsoft Hyper-V
* Software/Tools - HP Open View Service Center, SCCM, Jenkins, Docker, JIRA, Selenium, Cucumber, Cypress, GitHub, ReactJS
* Database - My SQL, Oracle, MS SQL
* Mobile - iPhone and Blackberry
* Languages/Technologies - C++, Python, HTML, XML, CSS, JavaScript, Power Shell
* Public Cloud Platform - Azure, Amazon Web Services
* Methodologies: Agile (Scrum), Waterfall

**Certifications**

* ISTQB-BCS Certified Tester Foundation Level (CTFL)
* ITIL v3 Foundations Certificate in IT Service Management
* Windows 10 MCSA certified

**Employment**

Since January 2019, I am in extended maternity leave and now I am ready to get back to work, also available immediately to join. Current participant in Tech Talent Academy’s Data Academy program learning Python fundamentals, machine learning algorithms, SQL, data visualization/business intelligence packages such as Power BI, and R programming language.

**Discovery Inc., London  
Desktop Engineer** Apr 2016 – Dec 2018

* Part of team in upgrading and testing desktops to Windows 10 for 5000 plus users.
* Deploy Windows 7 & Windows 10 using SCCM via OSD.
* Deploy software targeting users and computers based on business requirements, patching Windows, Office, and 3rd party applications.
* Planning the testing timelines of a release for the various STLC testing phases including Integration testing and UAT coordination and execution.
* Testing new user applications in Windows 10 environment.
* Worked in Agile environment, had biweekly sprints and daily scrum.
* Involved in initial stage of designing and developing in-house web application for finance team using ReactJS
* UAT of new release installations and content.
* Evaluate new technology requirements, test compatibility, and deploy as needed within the business.
* Work with the business and application owners to manage and deploy software in a timely manner.
* Using SEPM console for managing antivirus in Widows PC's. Manage AD and Group policy settings for users and Windows devices.
* Documenting changes, troubleshooting, and training level 1 & 2 technicians on corporate technologies and standards.

**Allteks LTD. 5ONE, London** Sep 2012 – Sep 2014  
**System Support Engineer**

* Support users with Microsoft Outlook issues and backup issues.
* Worked on upgrading user systems from XP to Windows 7.
* Check and troubleshoot daily and weekly backup jobs, and work on backup tapes.
* Create, configure, and administered SharePoint sites and user permission rights.
* Create service accounts; generate and populate Active Directory groups.
* Perform daily administration work for new user(s) creation, file/directory rights, and folder structure. Create and maintain Blackberry accounts for new users.
* Worked on system upgrades and monthly patches using SCCM.
* Work with the development team for bug fixes and debugging.
* Write and execute test plans for user application upgrades.
* Involved in QA Life Cycle, which includes designing, developing and execution of the entire QA Process and Documentation of Test Plans, Test Cases, Test Procedures and Test Scripts.

**Pfizer Inc., Pennsylvania, U.S.A.** Aug 2010 – Nov 2011  
**System Administrator**

* Part of team provided support over 3500 virtual and physical systems.
* Monitor server status using HP Openview and Spectrum SysEdge.
* Build/re-build Windows server 2000, 2003 and 2008 using automated builds.
* Maintain and support mission critical applications running on Stratus fT and Itanium servers.
* Utilized WSUS for software updates, TSM/CBMR and TBMR for backup and data restores.
* Work with security team in monitoring Anti-Spam and Anti-Virus services using McAfee products.
* BigFix Enterprise Management Software is used to patch 3500 physical and virtual servers.
* Monitor server status using HP Openview and Spectrum SysEdge.
* Part of project in migrating Legacy Wyeth clients, servers, and validated systems to Pfizer ePolicy environment.

**NYCharities.org, New York, U.S.A** Jun 2009 – Jul 2010

**Internet Manager**

* + Maintain E-ticketing system by logging client charity members’ requests and track online donations and charity events for member charities.
  + Provided End-to-End supports and solutions to clients for online event bookings.
  + Maintain and support all Windows applications.
  + Reset passwords for users and general support in fast paced, aggressive environment.
  + Provided technical support for members including tracking monthly/annual donations.
  + Worked with the development team and Test Lead to verify Test Cases and documentation.
  + Create and execute End to End Use Cases for User Acceptance Testing.
  + Worked with application team to test the E-ticketing application and support in migration.

**Human Resource Administration, New York**, **U.S.A.** Feb 2008 – May 2009  
**IT Specialist**

* Maintained various Windows applications like Factors and HASA site (internal web applications).
* Respond to user inquiries concerning support requests, systems status, and network connectivity issues.
* Coordinate the migration for each site with the site manager and managed User accounts in multiple Windows environments.
* Provided new user accounts and maintained group policies. Supported over 2000+ clients using various HRA specific applications.
* Involved in daily SCRUM meetings to keep track of the ongoing project status and issues.
* Assist clients in operating their desktop PC to ensure minimum failure of the system.
* Perform client software installations, e-mail settings and worked on logon and network connectivity problems.
* Part of the team responsible for maintaining disaster recovery and high availability environments.

**HCL Technologies, Chennai, India** Oct 2005 – Dec 2006  
**Technical Support Executive**

* Interacted with BT customers by phone and online chat concerning various ISP related issues.
* Provided first level support on local system upgrades.
* Updated the tracking tool and timelines.
* Trained new members in the team in resolving technical problems. Prepared overall status and progress report of team.
* Performed System & Performance tuning activities, which involve monitoring CPU, Disk, Memory, and I/O parameters.