Curriculum Vitae

Pallavi Saxena

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I am seeking a challenging and rewarding technical position with a technology company that will allow me to continue practicing and expanding my skill set and knowledge base. I am equally comfortable and qualified for a position’s such as azure,aws and oracle cloud, and also experience in devops tool like Terraform and kubernetes have worked in windows and Linux environment

#### Skill Set:

**Technical Skills:** AZURE, AWS, oracle cloud and devops tools like Docker, GitHub, terraform, Docker, ansible, O365,windows and Linux

#### Certification

* ITIL v3 Foundation – Certificate number : **9980097913658679**
* **Oracle cloud associate**
* **Oracle cloud It opearation**
* **Oracle cloud autonomous database specialist**
* **Oracle cloud professional**
* Fortinet security

**Current organization:- Microsoft - v5 global( Aug 20-TillNow)**

**Designation: Technical solution professional**

**Design and deploy azure platform**

**Deploy azure services using terraform**

**Deploy app using Docker and manage using Ansible**

**Working on Python scripting to automate task**

**Current organization : British council( Oct 2018 till Dec 2019)**

**Designation: Senior Analyst Deployment**

**Experience:- Azure services and devops Project Implementation Remotely in multiple**

**Country**

**Automation Tools:** **Jenkins, chef ,Ansible, Docker, Terraform, python and PowerShell**

* Designed Azure resources like VPC , Subnets, NAT to ensure successful deployment of Web applications and database templates and expertise in architecting secure VPC Solutions in azure with the help of Network ACLs , Security groups , public and private network configurations with the help of teraform
* Experience with installation and configuration Dockers environment (v1.5.0) including Docker registry hub for managing different Docker images and deployment of applications inside the software container
* Automate provisioning and repetitive tasks using Terraform and Python, Docker container, Service Orchestration

* Demonstrate deep engineering and architectural expertise on microsoft azure PAAS IAAS stack of services on multiple consulting and delivery engagement.
* Leverage azure storage and messaging services such as service bus topic, event hubs, azure blobs and storage.
* Working knowledge on azure devops vsts for creating and managing build
* Develop tool to deploy, manage,monitor and troubleshoot cloud Using PowerShell scripting for Server management And Knowledge on Python scripting As well
* Troubleshooting and monitoring of Azure AD connect.
* Deploy live application in oracle cloud and also work in autonomous database.
* Strong knowledge in linux administration
* Experience in implement application migration in a azure platform
* Experience in implementing azure autopilots
* Experience in sccm 2016 with intune and 0365
* Working on sccm client installation, software distribution,remote control and other sccm issue
* Window 10 deoloyment through sccm 2016
* Working on service now for incident management

Last organization: Webhelp India (Nov 2017 to till Sept 2018)

**Designation: IT System Admin**

**Environment: AWS, Azure and PowerShell, Python, Jenkins and Terraform**

* Extensive experience in setting up the CI/CD pipelines using Jenkins, , GitHub, CHEF, Terraform and Azure.
* Manage AWS EC2 instances utilizing Auto Scaling , Elastic Load Balancing and Glacier for our QA and UAT environments as well as infrastructure servers for GIT/Bitbucket and Puppet
* Using PowerShell scripting for Server management And Knowledge on Python scripting As well
* Integrate Splunk with AWS deployment using puppet to collect data from all EC2 systems into Splunk .
* Troubleshooting and monitoring of Azure AD connect.
* Managing and ensuring availability of Office365 services (Skype for Business), Exchange Online (email, calendar, tasks), O365 Administration using Office365 Admin Console and Office365 Command Shell.
* Strong experience of working with AWS services such as EC2, EBS, VPC, ELB, Auto Scaling, RDS, and Route 53
* Knowledge of Cloud Formation for provisioning and managing AWS resources preferred mostly ADFS and Domain Controller.
* Providing AWS knowledge and expertise to support presales and sales teams for designing optimal.
* Managing user accounts and user licenses through the Office 365 admin centre in the Microsoft cloud platform or Windows PowerShell cmdlets.
* Troubleshoot issues related to Mail-flow, Shared Mailbox, Distribution List, User Mailbox, Anti-spam, Anti-malware, Security and compliance.
* Creating or managing requests related to Office 365.
* Supports Microsoft Office 365 Exchange Online users using MS Office Outlook 2016 and OWA.
* Working on monitoring of cloud server and check server details
* Mailbox management like Mailbox permission, delegation, quota management, mail tracking, and mail transport rule creation/modification.
* Working on SQL database take care of troubleshooting part
* Working on remedy tool for incident management

Organization: Bank of America continuum India (Feb 17 to Nov 17) in the payroll of Microland.

**Designation: Senior IT Executive**

**Environment:** AWS ,azure and devops and Windows 2012r2 Servers, Active Directory, O365,MS Exchange, Window SharePoint, and PowerShell, Remedy

Assisting clients in below requirements:-

* Automated deployment modules of IIS web applications, bindings and configuration settings using a combination of PowerShell scripts and Puppet.
* Connected continuous integration system with GIT version control repository and continually build as the check-in's come from the developer.
* Automated Nagios alerts and email notifications using python script and executed them through Chef
* Configured Nagios to monitor EC2 Linux instances with puppet  automation.
* Implementing Directory Synchronization for the purpose of migration.
* Migrating the Shared, Resource and Room Mailboxes to cloud and from cloud to On-Premise.
* Handling post migrated issues like permissions and password issues for the users.
* Deploy, maintain, and monitor server instances in AWS and Azure as per Requirement
* Administered and supported Office 365 and MS Exchange policies.
* Setting up the ActiveSync for the mobile messaging services.
* Managed MS Exchange servers, AD applications and public folders.
* Automated and executed Office 365 procedures utilizing Windows PowerShell.
* Design and Implement SharePoint by using SharePoint designer 2013.
* Providing access and Creating share Drive
* Configure and manage customer AWS / Azure cloud environment
* Providing health monitor and generate report for uses of various tools in Azure

**Organization: RICOH INDIA LTD (Nov 15 to Oct 16)**

**Designation:** IT Project coordinator

**Environment:** Windows 2012r2 Servers, Active Directory, O365, MS Exchange and Azure, AWS

* Skilled in project management activities involving analysing information system needs, evaluating end-user requirements, customer designing solutions, troubleshooting for complex information systems management.
* Server Support-work toward providing support for escalated incident/problem management(ADD /remove Domain/Domain controller, Global catalog server)
* Create the user’s account and implement the group policies on the relevant OU’s in Active Directory with respect to their groups.
* Mange and configure the DNS client and DHCP over the server
* Deploy Software, Produce and maintenance PC and laptop images using the Microsoft Windows Deployment Services platform.
* Liescence Activation in VLSC Portal for O 365 customer
* Managing on premises Exchange and O365 Exchange in high pressure Environment
* support to end user with issue related to O365
* Group policy Administration.
* Support Window Azure and update client about reporting and Liescence details.
* Created packages, collections and advertisements for software deployments through sccm
* Closely work with client, reviews with stakeholder to build good rapport with them and improvise service and CSAT.
* Implemented Microsoft DHCP, DNS, WINS, Domain trust relationship, fault tolerance, file and print services, user and group management on WINDOWS.
* Perform the routine tasks on servers like Backup strategy and planning.
* Updated management on a regular basis through reports, email, and presentations.
* Providing AWS knowledge and expertise to support presales and sales teams for designing optimal..

**Last Organization: Progressive InfoTech (Jan 2015 to October 2015) Designation: IT Analyst**

**Environment:** Windows 2012r2 Servers, Active Directory, O365

MS Exchange, Window Azure, AWS and PowerShell

**Assisting clients in below requirements:-**

* Managing windows server infrastructure (more than 1000 servers) with physical and virtual environment.
* Troubleshooting servers all problems like Authentication, Permission and replication and group policies, Issue related to O365 and exchange server
* Working on Azure as well as per Client Request

Last organization: W3ORIGIN (Oct 2013-Oct2014)

**Designation:**  IT Engineer

**Environment:** Windows 2012r2 Servers, Active Directory, O365,MS Exchange, Window Azure, AWS and PowerShell

**Assisting clients in below requirements:-**

* Working on IT infrastructure like monitoring of network link
* Active Directory and Exchange server and O365 Administration
* Domain controller issue to be resolved within time frame.
* Adherence to SLAs and all the KPI metrics derived for the project or individuals.

Last Organization: NTT Data (Sep 2012-Aug2013)

Designation: IT Executive

**Environment:** Windows 2012r2 Servers, Active Directory, O365

MS Exchange, Window Azure, AWS and PowerShell, SQL

**Assisting clients in below requirements:-**

* User creation and Group addition in Active directory
* Join Domain to client machine
* Resolve issue related to DNS and DHCP server
* Provide problem analysis and resolve client issues with the aid of available helpdesk tools (e.g. help files and Knowledge base articles)
* Working on exchange server support in exchange 2010
* Working on Windows Patching as well
* Providing an end user support on Email services and SQL database

#### Educational Qualification

* 10TH from Govt.higher.secondary in 2005
* 10+2 from CBSE Board in 2007 from Govt.higher.secondary
* Bachelor of Technology (B.Tech) in Computer Science from Lovely Professional University in 2011
* Masters in Computer Science (MTech) in 2012 from Lovely Professional University

**Hobbies**

* Surfing net
* Listening Music.
* Traveling.

**Personal Details**

* Fathers Name – Mr. Brijesh Kumar
* Date of Birth – 21th August 1990
* Marital Status – Married
* Gender – Female

**Undertaking**

I hereby declare that the information furnished by me is correct and true to the best of my knowledge and belief.

**Pallavi Saxena**