

# RAJKIRAN R

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**SUMMARY:** Detail-driven Office365 Exchange Admin & IT Team Lead Engineer with more than 6 years of experience in IT sector. IT professional with a track record driving ITSM Process. Innovative problem solver and skilled communicator focused on effective relationship management

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## SKILLS

- Office365, Skype
- AD, Lotus Notes
- Airwatch, MDM
- Time Management
- Leadership, Self-Motivation
- Decision Making

## Education

- B.E in Telecommunication from VTU Board, Karnataka 2012

## Office365 Exchange Administrator

*Schneider Electric, May 2016 - present*

- To Engage in administrative tasks such as Providing license, adding, modifying and deleting group mailboxes and email accounts
- Expertise in handling Skype issue, SIP issue, mail routing and mail-flow related issues
- Inbound\Outbound mail flow troubleshooting on O365Exchange server,

## Lotus Domino Administrator

- Create and manage Lotus Notes accounts, mailboxes, groups, databases and their accesses.
- Active Directory - Manage network drives and accesses using AD.
- Airwatch - Administrator for Airwatch accounts and mobile device management.
- Reporting - Hands on experience SAP BI.
- Additional tasks - Administrator for McAfee and ePO console. Detect non-compliant systems and handle Microsoft update installation through SCCM.

## Team Lead/Shift Lead

Advanced experience in leading a team of 30 in driving continuous improvement into the Service Desk Process.

**Dell International Services, IT ANALYST, Bangalore, Mar 2015 - Mar 2016**

**Hewlett Packard, Service Segment Manager, Bangalore, DEC 2012 - Feb 2015**

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## GET IN TOUCH



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## Project

- Incident Management
- Service Management
- Service Segment Management.

## Achievements

- Best performer of Q4 2016 & Q3 2017@Schneider Electric.

## Office365 Global Admin.

- Owner for Global O365 exchange Admin server.
- Troubleshooting mail flow issues
- Managing Exchange 2016 in a large, on-premise, clustered enterprise environment (3+ years)
- Working closely with the managed service provider and senior IT staff, facilitate collaborative work teams to resolve any infrastructure issues related to the email and messaging platforms
- Engage in administrative tasks such as adding, modifying and deleting group mailboxes and email accounts
- Expertise in handling mail routing and mail-flow related issues
- Draws upon concepts of tools, technologies and methodologies to collaborate with other technical specialists when carrying out assigned duties
- Configure Skype for Business and taking care of reports activity.
- Skype troubleshooting.

## Team Lead:

- Support the Service Desk Manager in employee development through training, coaching and performance management
- Support the IT Service Manager in driving continuous improvement into the Service Desk processes.
- Responsible for managing the queue as part of my shift lead job
- Managing internal and external escalation
- Periodically review effectiveness and efficiency of ITSM Process.
- Responsible for assuring users are provided efficient and timely first level support on a 24\*7 basis
- Act as a main point of contact for all internal users reporting or highlighting issues with systems or equipment, installs of basic applications and scripts
- Good Understanding of ITIL Framework and best practice desirable.

## Service Segment Manager (HP):

- Join Conference Calls with Project Managers, Area Sales Managers to Understand Bill of Materials on HW Upgrade Order Purchased.
- Create the case in One Page Tool and move it to the relevant queue.
- If we have a date and time to schedule the activity for HW and SW Upgrades, Create SSA and assign it to the remote supporter.
- Schedule Case for HW and SW Upgrades
- Help routing to correct Groups to prepare Config Summary for New Installations and Upgrades of 3PAR Legacy and Store SERV EOS Systems.
- Modification on SharePoint Applications.
- Work on Tools like Axeda, NGDC, STATS, SANDY, PLATO etc.