AISHWARYA G.S

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CAREER OBJECTIVE

To be an integral part of a competitive work environment, update my knowledge and skills with a focused and creative approach, be highly effective at problem solving and decision making and contribute to growth and success of the organization.

SKILLS

VMware vSphere, Microsoft 365 Administrator, Microsoft Azure, Windows Server 2008

SUMMARY

System Engineer, Tata Consultancy Services	**Feb 2018 – Feb 2023**
Assistant System Engineer, Tata Consultancy Services	**Jul 2016 – Feb 2018**

ACADEMIC QUALIFICATION

MCA, Anna University, Chennai
BCA, SASTRA Deemed University, Kumbakonam

SOFTWARE EXPOSURE

Virtualizations	VMware, Hyper-V
Operating System	Win 10, Win Server 2019,2016,2012 R2 and 2008
Server Setup	Active Directory, Domain Controller, DNS, DHCP, SCCM and WSUS Server.
Cloud Platform	Microsoft Azure
Virtualizations	VMware, Hyper-V
Other Tools	Microsoft Intune, Team Viewer, Office 365 Administration, Service now
Other Skills	Change/Incident Manager, Patch management, End user support.

CERTIFICATIONS

- Learning Word Desktop (Office 365/Microsoft 365) (2018)
- CompTIA A+ (220-1001) Cert Prep 2: Microprocessing and RAM
- Azure Active Directory
- The Complete JavaScript Course (10/2021 - Present)
- The Complete Guide to Becoming a Software Architect (03/2021 - Present)
- Data Science on Google Cloud Platform: Predictive Analytics (11/2020 - Present)

EXPERIENCE/ACHIEVEMENTS

System Engineer, Tata Consultancy Services *(Nov 2021 – Feb 2023)*
Client : The United Services Automobile Association, US based Insurance company for Military

Technologies/Software	AZURE Active Directory, AD Connect tool, AD tenant

- Lead the role of Incident and Change management.
- Managed team of 45 members
- Supervised work of programmers, designers, and technicians, assigned tasks and monitored performance against targets.
- Created help desk tickets, troubleshooting, and resolved desktop issues.
- Researched software and systems products to determine purchase recommendations.
- Integrated database and backup servers into enterprise systems.
- Worked as Cloud Administrator on Microsoft Azure environments with Azure AD
- Collaborated with multiple vertical teams to provide solutions within dedicated SLA.
- Configured virtual machines, Storage accounts and Azure resource groups, participated in migration between on-premises and Azure AD through AD connect.

IT Support Specialist, Tata Consultancy Services *(Mar 2018 – Nov 2021)*
Client : TCS ITIS, TCS Internal Infrastructure team

Technologies/Software	AZURE cloud, Microsoft Intune, Office 365

- Prepared new computers and mobile devices according to internal policies on standardized software and security deployments.
- Administered Azure AD users, groups, and devices, and participate in migration between on-premises and Azure AD through AD connect.
- Experience with Microsoft 365 and ofce 365, including Teams, SharePoint Online, OneDrive, and Exchange Online
- Responsible for Imaging of desktops and laptops using SCCM 2016.
- Part of Internal Remote desktop management resolved various software installation, confguration and patch updation.
- Experience with cloud computing and Virtualization Install, Update, Confgured VMWare VSphere.

Assistant System Engineer, Tata Consultancy Services *(Jul 2016 – Feb 2018)*
Client : TCS RMT, Remote Desktop Management team of TCS

Technologies/Software	VMware, Win 10, Win Server 2019, 2016, 2012 R2 and 2008

- Created and managed accounts in Active Directory, adding, modifying, and co-ordinating migration of user accounts and set up clients to Outlook/Exchange server.
- Experience with Microsoft 365 and Office 365, including Teams, SharePoint Online, OneDrive, and Exchange Online.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Strong Endpoint device support experience (i.e., desktop computers, laptops)
- Responsible for inventory management of IT hardware and maintenance of helpdesk software.
- Determined hardware and network system issues using proactive troubleshooting techniques.
- Answered help desk phones calls/emails and resolved issues in a timely manner.

TECHNOLOGY INTERESTS

- Web services
- Business analysis
- Data Science

PERSONAL DETAILS

Father's Name	Srikanthan G
Date of birth	29/09/1995
Marital status	Married
Permanent address	#309, Vijaya Springwoods, Manipal County Road, AECS C block, Begur, Bangalore – 560068
Correspondence address	#309, Vijaya Springwoods, Manipal County Road, AECS C block, Begur, Bangalore – 560068
Languages known	English, Thamizh, Kannada, Sanskrit, Hindi