

# PREETHI TONY

T5-2P3, KGISL Platina Apartment, Chil Sez Road, Keeranatham, Coimbatore-641035 · 8884100453  
[Preethi17tony@gmail.com](mailto:Preethi17tony@gmail.com) · <https://www.linkedin.com/in/preethi-tony-16ba10259/> ·

Highly skilled and motivated IT professional with over 7 years of experience in Windows and Linux administration with good troubleshooting skills on Mac. Proven track record of providing end-user support, troubleshooting technical issues, and developing customized solutions to meet business requirements. Excellent communicator with a talent for explaining technical concepts to non-technical stakeholders. Seeking to leverage my skills and experience to bring new and innovative ideas to an organization with a forward-thinking culture.

## EXPERIENCE

**JULY 2020 – PRESENT**

**IT SUPPORT ENGINEER, AMAZON DEVELOPMENT CENTRE, COIMBATORE**

### Technical Support:

#### **Active Directory:**

- Manage and maintain user accounts, permissions, and authentication through Active Directory.
- Troubleshoot and provide technical support for Active Directory and associated services, such as DNS, DHCP, and Kerberos.

#### **Windows:**

- Installing, configuring, and maintaining Windows servers, desktops, and laptops.
- Monitoring system performance and implementing performance tuning strategies.
- Applying patches and performing upgrades to operating systems and related software.
- Managing and maintaining software licensing and inventory.

#### **Linux:**

- Installing and configuring Linux workstations, and associated software applications.
- Performing system and network administration tasks, including monitoring, troubleshooting, and backup/recovery procedures.
- Maintaining security protocols and procedures to safeguard systems and data.
- Automation of common tasks using shell scripts or other scripting languages such as Python.
- Managing and monitoring applications, databases, and web servers on Linux systems.
- Administering user accounts, permissions, and access rights on Linux systems.

#### **Mac:**

- Configuring, deploying, and managing macOS devices in an enterprise environment.
- Maintaining and upgrading macOS devices, software, and security patches.
- Managing user accounts, permissions, and access rights.
- Troubleshooting and resolving hardware, software, and network issues on macOS devices.

- Implementing encryption, remote access, and other security solutions to safeguard data and devices.
- Managing and monitoring Apple devices using Mobile Device Management (MDM) solutions such as Jamf Pro, SimpleMDM, or Workspace ONE.
- Providing technical support and training to end-users on macOS devices, applications, and workflows.

#### **Virtual Machine:**

- Managing and deploying virtual machine using hypervisors such as AWS Workspace
- Monitoring virtual machine performance and resource utilization, such as CPU, memory, and disk usage, to ensure optimal performance and availability.
- Troubleshooting and resolving issues with virtual machines, including network connectivity, disk errors, and application issues.
- Maintaining and monitoring the health and availability of virtualization hosts and management platforms.

#### **Mailbox:**

- Provisioning, configuring, and managing email user accounts and mailboxes.
- Managing email distribution lists and groups.
- Creating Shared mailbox and configuring them on user mailbox
- Troubleshooting and resolving email-related issues for end-users.
- Configuring and managing email archiving.
- Providing technical support to end-users and addressing complex email-related inquiries.
- Managing contacts and calendars for users.
- Configuring and deploying email clients and mobile devices for users.
- Troubleshooting MailLink on Windows and Mac device

#### **Other:**

- Troubleshooting Simple Print printing service.
- Activating and Resetting customer security key PIN.
- Creating and removing customers UC Account through Haystack
- Assisting users with Bitlocker recovery key for both windows and Mac Device

#### **Infrastructure Support:**

- Being a part of Power shutdown activity on yearly basis - Switching off and on servers manually and disabling/enabling the service remotely.
- Monitoring the server status on GUM, Netvane dashboard.
- Reporting packet losses/ network issues to the ISP's and worked with them closely for the resolution.

#### **Local IT Support:**

- Adding and removing assets to the software and maintaining the database.
- Coordinating with external logistics vendor/exit users to collect system from exit employees.
- Initiated call for Sev 1 and 2 issues and engaged multiple teams on call for resolution.
- Communicating with external vendor to get quotation for logistics, peripherals and finalizing the invoice
- Using Haystack admin to provision softphones

### **Local and Global IT Projects:**

- Decommissioning one phase of site
- Evolving site to un-fabric connection to enhance the security of Amazon's systems and data.
- Transferring 1000+ assets internally from one site to another with the help of vendor
- E-waste management
- AV Setup for any events

**JAN 2018 – AUG 2019**

### **DESKTOP SUPPORT SPECIALIST, MATHWORKS, BANGALORE**

1. Provide technical support: Providing technical support to users, including troubleshooting, diagnosing, and resolving technical issues related to hardware, software, and network connectivity.
2. Install and configure software and hardware: Install, configure, and maintain software, hardware, and peripheral devices such as desktops, laptops, printers, and scanners.
3. Maintain and update documentation: Maintaining accurate inventory records of all hardware and software, including tracking licenses and warranties. Documenting and update standard operating procedures and technical manuals.
4. Provide training and support: Providing training to end-users on how to use various software applications and hardware. Providing guidance and support on security protocols and best practices.
5. Manage network connectivity: Assisting in the configuration and maintenance of network connectivity, including TCP/IP, DNS, and DHCP.
6. Troubleshoot network issues: Identifying and troubleshooting networking-related issues such as switching, routing, and firewall connectivity.
7. Work as part of a team: Working closely with other teams including system administrators, network engineers, and database administrators, to ensure smooth and efficient operations.
8. Follow policies and procedures: Adhere to company policies and procedures for hardware and software usage, security, and data protection.
9. Provide outstanding customer service: Responsible for providing outstanding customer service to the end-users by promptly addressing technical issues and providing solutions and guidance in a professional and courteous manner.

**JULY 2015 – DEC 2017**

### **SYSTEM ENGINEER, COGNIZANT, BANGALORE**

1. Production and Application support: Providing IT support ranging from managing admin accounts, servers, application support, security and access rights and Account creation/ deletion for 3100 Employees of client which includes 3 corporate offices.
  2. Server support: Worked on tools such as Citrix, SCCM, Citrix services delivery console, Active Directory, Exchange 2003, 2007 and its services
  3. Account Creation: Creation of User accounts in Microsoft exchange server 2007 and Active directory services. Managing the AD/Exchange account for the Users
- Handling Change, Configuration, and Release and Incident management.
  - Ensuring the quality monitoring activities taking in place. working on incident management
  - Preparing SLA, CSAT dashboard on incident and major incidents.
  - Building & maintaining healthy business relations with major clients
  - Ensures Incidents and Service Requests are properly escalated and assigned to appropriate support groups
  - Maintains ownership of Incidents, ensuring status update and resolution according to SLAs.
  - Supporting the Floor/Team for process related doubts.
  - Discussing the latest updates with the Team and training new joiners with process update and technical training.
  - L1 & L2 (basic) McAfee Antivirus/EEPC support on workstations.
  - Vendor coordination for hardware and maintenance (Call logging).
  - Working on IPT related issues (ShoreTel, Mitel cisco phone related issue)

## EDUCATION

MAY 2018

**MASTER OF BUSINESS ADMINISTRATION**, ALAGAPPA UNIVERSITY

(Through Distance Education) – Secured 60%

MARCH 2015

**B.SC(IT)**, SUBBALAKSHMI LAKSHMIPATHY COLLEGE OF SCIENCE

(Full Time Education) – Secured 75%

## SKILLS

- Operating Systems: Linux, Windows
- Cloud Services: AWS
- Scripting Languages: Python, Bash
- Databases: MySQL
- Technical troubleshooting
- Customer Service
- Communication
- Analytical Skill
- Time management
- Process Oriented

## TOOLS KNOWN

- Amazon workdocs, OneDrive
- Amazon chime, Slack, Teams
- Microsoft Office
- Zendesk, ServiceNow, Omnia
- Outlook
- Bomgar, RDS, UltraVNC
- Cisco AnyConnect
- Oracle VM VirtualBox
- MySQL Workbench 8.0
- Visual Studio Code
- Tableau, PowerBI
- Splunk