

# Harendra Ray

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Mob-9738905427

To work in an organization that offers me a challenging and learning environment with hands-on chance to utilize my knowledge and skills, challenges me intellectually and offers me a good potential for future growth.

## Course & Certification:

- Microsoft Azure 900Z (ID-MS0992689574).
- Next Mind A+ N+ Certification Training (ID-033).
- Manual and automation testing

## Technical Skills

- **Languages:** C, C++, Core Java, HTML5, CSS3, Java-Script, MySQL
- **Hardware:** LAN, Router, Switches, DNS, DHCP, Firewall.
- **Technology use-** Okta, Jira, Slack, VPN, Citrix, VDI, Azure Services like-Duo MFA, Bit locker, office365/outlook, Google –Suit, TPS, Spider, MACos, Windows10,11 ,Linux, Printer, Active directory, windows server22,2012,2016,2019, ERP server, MDM, JAMF, Intune, Avaya, Basic Networking, Kaspersky, Veeam Backup, User Access management.
- **AWS cloud-** EC2, S3,VPC, IAM , Cloud swatch, migration ,workspace
- **Ticketing tools-**Remedy, ITSM, Service now, Jira, Manage engine service desk plus, Datto, Fresh services.

## WORK EXPERIENCE:

### Qua Nutrition: IT Coordinator (Contract base)

Dec 24 -Feb 25

- Managed the user profiles and update the package and policy
- Troubleshoot the logical software issue
- System related issue
- Security & compliance understanding
- Managing Locking and Unlocking devices with JAMF Pro and Absolute web tools.
- Application access with Okta (Adding, Removing and Modifying), using SAML and OAuth
- Azure Active Directory (Password reset or account lock or disable)
- Microsoft 365 Suite: Exchange Online, SharePoint, OneDrive, Teams, Power Platform
- Intra ID, PowerShell scripting
- Cloud & hybrid infrastructure knowledge

### Veerya Attachments (Senior IT Support Engineer)

Jul24 –Nov 24

- Application form AD, OU, Manage AD by Okta.
- Active Directory: - Create User, modify user details, password reset, Assign Access, Assign
- Application Form AD, OU, Manage AD by Okta.
- Managing Locking and Unlocking devices with JAMF Pro and Absolute web tools Managing
- Application access with Okta (Adding, Removing and Modifying), using SAML and OAuth
- Managing user's account with Slack (Creating team wise separate for teams' discussion for any meeting
- Expertise in reimage and package Standard operating environment on end-user computing devices
- Including laptops, desktops, engineering workstations (both physical and virtual).
- Veeam Backup from the server to maintain the data.

**ATLAS(Vinebrook)****Dec 23 – May 24****IT Service Support Specialist**

- MDM & CA configuration on MAC
- MAC Imaging, Re-Imaging, Online Imaging
- Mobile device management (MDM) fundamentals
- MAC Hardware and Software Troubleshoot
- Managing MAC devices with JAMF pro console.
- Managing Locking and Unlocking devices with JAMF Pro and Absolute web tools
- Handling Encryption and Decryption of PC and MAC (BitLocker and File vault)
- Managing Locking and Unlocking devices with JAMF Pro and Absolute web tools.
- Enrolling the devices with JAMF Pro
- JAMF Pro use privileges and setting
- App deployment, management and configuration
- Enrolling the Intune Device
- Maintaining O365 Licenses
- Collaborate with project teams to understand their requirements and tailor Jira configurations to meet their needs.
- Create, manage, and customize Jira workflows, schemes (issue type, screen, field configuration), and boards.
- Install, configure, and maintain Jira Software, Jira Service Management, and related Atlas Sian products.
- Handling the Fresh service ticketing tools.
- Provided Remote support to international users (U.K, U.S, Canada) in 24/7 uptime environment, often working double shifts to accommodate time zones.
- Supporting through remotely with any desk.
- Google Workspace, G-Suit
- Expertise in reimage and package Standard operating environment on end-user computing devices.
- Including laptops, desktops, engineering workstations (both physical and virtual).
- Citrix ,VDI

**Symphony Talent -USA****April 22 -- Dec-2022****Senior IT Cloud Tech Support Engineer**

- Application form AD, OU, Manage AD by Okta.
- Active Directory: - Create User, modify user details, password reset, Assign Access, Assign
- Application Form AD, OU, Manage AD by Okta.
- Managing Locking and Unlocking devices with JAMF Pro and Absolute web tools Managing
- Application access with Okta (Adding, Removing and Modifying), using SAML and OAuth
- Managing user's account with Slack (Creating team wise separate for teams' discussion for any
- Updates, Removing and modifying).
- In Slack Creating the channel, based on project requirement.
- Conducting the meeting also even we can take the remote control.
- Jira Administrator access to provide the user admin access or any additional access in Jira.
- Confluence access related issue.
- Stay up-to-date with the latest Okta developer tools and technologies.
- Integrate existing applications with Okta for Single Sign-On (SSO), Multi-Factor Authentication (MFA), and other access management features.
- Troubleshoot and debug issues related to Okta integrate
- Expertise in reimage and package Standard operating environment on end-user computing devices.
- Including laptops, desktops, engineering workstations (both physical and virtual).
- Linux command based to manage the devices
- Citrix, VDI.

**Accenture****July 2021 -- April 2022****IT Cloud Tech Support Engineer**

- Installation, Configuration and Troubleshooting of Cisco Any Connect.
- Supporting remote pc's through VNC, Team viewer, LogMeIn rescue
- Patched software and installed new versions to eliminate security problems and protect data.
- Handling O365 Applications (Outlook, MS Teams) Configuration and Troubleshooting
- SharePoint Basic (Share the documents, create a new library)
- Azure Active Directory (Password reset or account lock or disable)
- SCCM update related issue.
- AWS (IAM, S3, EC2, VPC)
- MDM & CA configuration on MAC
- MacBook Re-Imaging, remotely.
- Hands-on experience on GRC service now modules (Policy and Compliance, Risk Management, Audit Management).
- Expertise in reimage and package Standard operating environment on end-user computing devices.
- Including laptops, desktops, engineering workstations (both physical and virtual).
- Citrix, VDI

**Vodafone (Quess Corp Payroll - USA)****July 2020 -- April 2021****IT Service Desk Engineer**

- TPS Tool (Create the new password, Reset the password, Unlock the account, Disable the account to check outlook Migrated or non-Migrated and check the azure cloud based).
- Bit locker (Support for bit locker recovery key or login issue).
- Spider Tools (Pushing the apps to user System to install or uninstall the any software which is Available in user system and checking which vdi is using.
- Citrix (Support for login issue and password reset or check the account is active or unlock)
- VDI (Support for login issue and windows reinstallation and checking the status of vdi is working or not and based on that providing the solution).
- Expertise in Citrix/Virtualization services
- Experience in VMware and Cloud Services
- Supporting for international users(Where Vodafone branch was there so I supported for all )
- Used the Self-Service Portal to Support for application issue to resolve it.
- Symantec Authenticator (Supported for Register and configure the new account in phone).
- Proving the Support on chats (Tobi chat), calls and even through email also I was supporting.
- Ticketing Tools-BMC Remedy, SRD
- Responding to client Calls, Emails and Web Tickets of end users, Logging Tickets (Incident /Service request).
- Expertise in reimage and package Standard operating environment on end-user computing devices.
- Including laptops, desktops, engineering workstations (both physical and virtual).
- ITBM, Integration

**Design Cafe****July 2018 -- March 2020****IT Support Engineer**

- Installation & troubleshooting of Operating systems like Windows/7/8/10/11/MacBook.
- Configuration of Local and Network Printers on workstations.
- Configuration and troubleshooting of application software.
- Responsible for Desktop, Printer and Network support.
- Troubleshooting Network related problems.
- Troubleshooting and managing Hardware/Network Devices.
- Wireless Networking, Networking in Domain environment
- Basic Firewall configuration (Sophos, Net fox)
- Installation of all software through remote and troubleshooting
- Office365/outlook configuration or mail issue
- Expertise in reimage and package Standard operating environment on end-user computing devices

- Including laptops, desktops, engineering workstations (both physical and virtual).
- Onboarding & Off boarding process.

**Educational Qualifications:**

- **B.E** (Bachelor of Engineering) in **Computer Science and Engineering** from East Point College of Engineering, Bangalore in the year 2018.

