

M.R.RESHMA

IT System Support

EXPERIENCE: 2 YEARS & 10 MONTHS.

Nationality: Indian

Gender: Female

Marital Status: married

Date of Birth: 09/05/1991

Languages: English (S/W/R)

Tamil(S/R), Malayalam(S)



Address:

D.No, 95, Avittom
East palliparambukavu,
Tripunithura,
Ernakulam,
India - 682301

Email: m.r.reshma@outlook.com

Mobile: +918220342504

OBJECTIVE:

To adapt myself to achieve greater heights and to gain knowledge in order to work in challenging environments.

WORK EXPERIENCE:

**Mar/10/2021
to April/30/2021**

Support Engineer (External staffing by Teamwear Solutions)
Microsoft India R&D Private Limited, Bangalore

Working under with Device and deployment team, based on Activation and servicing.

2019 to 2020

I had to take a break due to family reason and was unable to find Job later in pandemic.

**Mar/08/2016
to Oct/04/2018**

Sr. Systems Engineer
Cognizant Technology Solutions,
MEPZ-SEZ, Tambaram Sanatorium, Chennai, India

Project name: **Global Shared Service Center, Cognizant Infra Service**

As an IT support Engineer for in GSSC under CIS. Maintaining servers and providing services to various clients in the shared environment. GSSC scope up to learn various cross skilling technology in accordance with various towers along with technologies of server virtualization, desktop virtualization and windows administrations.

Dec/2015 to Feb/2016: Was undergoing training program as per requirement / guidelines at STC Technologies for Cognizant Infrastructure Services.

SKILLS SUMMARY:

MICROSOFT HYPERV

- Co-ordinate along various critical activities on support of production, application and windows infrastructure.
- Specialized and working in server Virtualization environment, **Microsoft HyperV Technology.**

CITRIX

- Providing continuous system monitoring for ensuring the machines health in case of hardware and resources allotment.
- Building new virtual machines with required configuration in the HyperV environment.
- Trouble shooting along various resource management issues in the virtual servers includes space issues, Memory and processor issues.
- Monitoring the cluster resources through Failover cluster management and performing migration activity.
- Knowledge and working desktop virtualization environment in basic **Citrix desktop virtualization Platform.**

QUEUE MANAGEMENT

- Performed basic citrix tasks, providing monitoring of the infra and publishing the applications, desktops to the user in the management console.
- Worked in Service Now ticket tool Environment in the **Role of Queue manager** for few months.
- Maintaining ticket flow and scheduling shifts to the team.

IT SKILLS:

Technology Known: Microsoft HyperV
Basic of Citrix desktop Virtualization Technology,
VMware and Wintel.

Languages Known: C++, HTML, basic java and basic SQL

Operating Systems: Windows 10, windows 8, Windows 7 and Unix

Servers known : Windows server 2016, Windows server 2012,
Windows Server 2012 R2, Windows Server 2008

ACADEMIC QUALIFICATION:

Year	Degree and Institution	Percentage of Marks
2013-2015	M.E-CSE: Master's in computer science engineering Vels University, Chennai, India.	87
2009-2013	B.Tech-IT: Bachelor of technology in Information technology Maharaja Engineering College, Avinashi, India (Anna University Chennai)	86
2007-2009	HSSC: Higher Secondary School leaving Certificate St.Josephs Convent, Nilgiris, Tamil Nadu, India	83
2006-2007	SSLC: secondary School leaving Certificate Defense Employees Matriculation School	82

AWARDS AND ACHIVEMENTS:

- Secured 48th rank in Bachelor of Technology – IT in Anna University, Chennai, Tamil Nadu, India
- Secured University Second for Post Graduate Degree under Vels University Chennai, Tamil Nadu, India
- Participated and won awards in cultural events, drawing and other competitions.

DECLARATION:

I, hereby declare that all the information above furnished is true to the best of my knowledge.

M R RESHMA