**Azharuddin Mohammed**

**Summary:**

* IT Professional with almost 9 years of experience in building and implementing new systems as well as overseeing systems migrations/upgrades.
* Extensive experience in VMware, Windows Engineering and Administration.
* Extensive experience in Windows2000/2003/2008/R2/2012/2016 Servers, Wintel Servers at single or multi domain platforms.
* Administration of Microsoft Windows Server 2003 | 2008 | 2008 R2 and 2012 R2 Active Directory Domain Services.
* DHCP migration from 2003 R2 to 2008 R2, using PowerShell automated certificate generation from internal CA.
* Effectively exported the DHCP databases from old servers and scripted consolidation of the scopes to the new DHCP servers.
* Installations, &configurations and troubleshooting, DNS, DHCP, Active directory.
* 2008R2 and 2012 Server AD installation and administration.
* Design and implement disaster recovery solutions.
* Support services for virtualization technologies: VMware and Hyper-V.
* Monitoring, management troubleshooting of various services like DNS, domain controllers, Active directory, and Application services etc.
* Experience in installing, configuring, managing, monitoring and troubleshooting SQL Server 2000/2005.
* Delegating weekly responsibilities of assignments, interfacing with business managers, application users, and project managers to gather/define/document requirements for new initiatives and resolving current issues.
* Microsoft Exchange 2010/2007/2003/2000 Administration & Troubleshooting.
* Experience in creating user accounts, modified & deleted according to the environment using user administration.
* Install Infrastructure software, evaluate servers and virtualize it using VMWare and Hyper-V.
* Windows Server (AD, DNS, GPO) including Application, SQL Database Server mainly on Hyper-V Windows 2012/R2
* Extensive experience in Deploying and automating the tasks using Power Shell.
* Experience in analyzing the IIS logs to collect information about server events, server performance, and user activity.
* Familiar with installing and configuring VMware ESXi and Vsphere and handling all VMware issues.
* Extensive working experience in setting up cluster environment for Load Balancing and High Availability of Windows Servers.
* Experience in configuring/working with TCP/IP, DNS and WINS.
* Rack setup and Configuring Blade servers.
* Experience in Active Directory, GPOs, DNS, DHCP, File & Print Server, IIS (Web Server), FTP, Terminal Server, NAT, Microsoft Clustering and Exchange Mail Server in Windows based server environment.
* Maintaining Data in an offshore environment as a part of a Disaster Recovery Plan.
* Intermediate understanding of powerCLI (windows/VMware).
* Experience in Network LAN/WAN deployment, including IP Addressing and Troubleshooting.
* Extensively worked with Windows server architecture and administered them successfully.
* Extensive experience in System Operation Manager (SCOM) and System Center Configuration Manager (SCCM)
* Extensive experience with Internet Information Server (IIS) and Microsoft Cluster Server.
* Experience and Familiar with Virtualization technologies like installing, configuring, administering VMware ESX/ESXi. Created and managed VMs (virtual server) and involved in the maintenance of the virtual server.
* Extensive understanding of networking concepts, (IE. Configuration of networks, TCP/IP, VPN, VLANs, and routing in LAN/WAN, Ethernet Port, Patch Panel).
* Sound knowledge on ESX Architecture, guest OS installation, setting up of VM priorities, Cloning and Snapshots.
* Strong understanding of VMware Networking concepts like creation of vSwitches, different types of Port groups, NIC Teaming and VLAN Problem management.
* Upgrading ESX 5.0 to 6.0-using VMware Update Manager.
* Experienced in performing Cloning, Cold Migrations and Hot Migrations and taking Snapshots.
* Experienced in creating Virtual Machine Templates and deploy virtual machines from templates and allocate resources.
* Manage Virtual Machines using Virtual center and web access.
* Exposure on vMotion migration, High Availability feature, DRS feature and Setting VM priorities on CPU and Memory resources.
* Experience with VMware SRM 5.0/4.5, and vShield 5.0 setup in the production environment.
* Expertise in Virtualization with vSphere, VMware ESXi 6.0/5.5/5.1/5/4.1/4 & 3.x hosts and Virtual Center server.
* Implemented vSphere for Proof of Concept & Supporting vCenter environment in large scale production environment.
* Expertise in implementation and supporting VMware vSphere ESXi 4.1/4.0/5.0/5.5 environment.
* Extensive experience as administering MS Hyper-V.
* Extensive experience working with KVM, OVM, VDI.
* Experience working with HP Blade System.
* Expert in deploying Linux [RHEL, Ubuntu] VMs using gold templates and by cloning other VMs.
* Extensive experience working with vCloud Automation Center (VCAC).
* Experience working with imaging application such as Altiris, Symantec Ghost and Acronis.
* Expert in maintaining Business Continuity & performing Disaster Recovery (DR) using VMware Site Recovery Manager (SRM).
* Sound knowledge on ESX Architecture, guest OS installation, setting up of VM priorities, Cloning and Snapshots.
* Experience with large number of P2V &V2V migrations using VMware/PlateSpin and doubletake convertor tools.
* Sound knowledge on resource management framework like creation resource pools, adding the VMs into resource pools.
* Good understanding on storage types including iSCSI, NAS and SAN, VM creation capable file systems including VMFS and NFS, NetApp SAN technologies such as LUN creation, LUN masking, zoning, LUN addressing and, storage management for SAN using SCSI devices and EMC Clarion storage servers.
* P2V and V2V conversions by using VMware Converter and Plate Spin.
* Extensive background in working with the VMware vMotion technology.
* Extensive experience working on cloud & SaaS Platforms.
* Experience in transformation roles like transferring the PDC Emulator, RID Master, and Infrastructure Masters.
* Strong experience with the VMware HA and VMware DRS.
* Knowledge of installing HP ProLiant Server Hardware, Microsoft, HP products, and Vista 7 configuration.
* Knowledge with NAS/SAN and VNX storage.
* Expertise in DHCP, WINS and DNS.
* Strong knowledge of TCP/IP protocol suite, virtual networking, wireless networks & Cloud computing concepts.

**Technical Skills:**

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| --- | --- |
| **Operating System** | * Windows Server NT 4.0/2000/2003/2008/R2/2012,2016, WINTEL servers, Windows XP/Vista/ RHEL 5.x/6.x Ubuntu 12.10/12.04/11.10, Centos. |
| **VMware** | * VSphere, VMware ESXI 3.5 and 4.1/4.0/5.0/5.1/5.5/6.0/6.5, VMware converter, VMware Update Manager, HA, DRS, DPM, vCenter Orchester (VCO) vCloud Automation, Hyper-V, Center 6.0 (VCAC), VMware API, vMotion and SVMotion, PlateSpin power convert. |
| **Server Hardware** | * Dell PowerEdge, HP, VNX, IBM Servers. |
| **Networking Protocols /**  **others** | * TCP/IP, WINS, DHCP, DNS, DDNS, SNMP, SMTP, Ethernet 10/100/1000, WAN/LAN Routing, Routers, Switches/ * Microsoft Active Directory, Group Policy Objects, DNS, SNMP, LDAP, DHCP. * Symantec backup exec and vRanger Pro. Veeam backup and replicator. |
| **Backup Software’s** | * MS Office 2000,2003, 2007/2010/2012 and MS Visio, Microsoft Exchange Server 2003,2007,2010,2013, Altiris, SaaS, Symantec Ghost. |
| **Applications** | * SQL Server 2012/2008 R2/2008, MS-Access, My SQL. |
| **Web Technologies & Tools** | * VNC, WebEx, ADMT, Remedy, IBM ISM MAXIMO, AD Snapshot Tool, Tivoli Backup Exec, ILO, Network Register and Blade Logic. |

**Education and Certifications:**

* VMware Certified.
* Windows Certified.
* Bachelors in Computer Science, JNTU, India 2009

**Professional Experience:**

**Altice USA, Hicksville, New York**

**Aug 2018 - Present**

**System’s Admin Windows, VMware**

* Worked with implementing Server setup, configuration & administration for Windows 2012, 2016, Windows 2008Administration and Troubleshooting.
* Troubleshooting of VMware ESX 6.5/6.0/5.5/5.0/4.1 Hosts, VMware vSphere virtual center. P2V and V2V conversions by using VMware Converter.
* Worked with critical vSphere VSAN clusters, to meet demanding I/O requirements and deliver 24x7 reliability.
* Worked with VMWARE VSAN clusters, delivered documented current state and future state compute platforms.
* Installing patches and software upgrades recommended by IIS server.
* Installed and configured Win 2016, 2012 R2 print server.
* Administration of VMware ESX and ESXi Servers on HP Chassis 7000, and Cisco UCS.
* Administration of VMware ESX, ESXi Servers using vCenter Server, experienced with VCenter operations manager (VCOP's).
* Hands on experience in updating/upgrading ESX servers, Virtual Center servers and windows virtual machines using VMware Update manager and manual upgrades.
* Managed VMware ESX (i) hosts using vSphere client and Web client.
* Deployed several VMs in a week to support a migration from Windows 2008 to Windows 2012 R2.
* Performing VMotion and storage vMotions.
* Create virtual machines using tools like HPSA, HP Operations Orchestration Central.
* Built 120 ESXi Servers as well as new Windows servers mainly 2008,2008 R2 and 2012 Servers.
* Install, configure and management of windows servers 2008, 2008 R2 and 2012.
* Manage VMware Infrastructures using VSphere Client 5.0 and 5.5 and 6.0 and 6.5.
* Creating Service profiles and performing day to day operations of Cisco UCS.
* Worked extensively with team in case of Cisco UCS failure and fixed the issues.
* Creating Clusters for High Availability and Dynamic Resource Scheduling.
* Played a vital role in Creating Virtual Machines, cloning virtual machines, converting P2V (used standard VMware converter tool), VM-Provisioning (Linked clones, thin disks, de-duplication) taking Snapshots of virtual servers, HA, DRS, VMotion.
* Experience on creating host profiles and deploy to hosts in a VMware clusters.
* Provide project support by configuring DNS, DHCP, SNMP, GPOs and Active Directory changes and implementations as needed.
* Deploy, install and configure windows physical servers using ILO, Cisco UCS manager and DELL.
* Update the patches of ESXi hosts using VMware Update Manager and perform drivers and firmware upgrades for ESXi hosts.
* SQL 2008 R2 and SQL 2012 Clusters Implementation.
* Experience installing, managing and administering Windows 2012, 2008 R2 and 2003 based Domain controllers, Backup / Additional Domain Controllers.
* Windows 2003/2008 to Windows 2012 Server upgrades along with SQL 2005 to SQL 2012 upgrades
* Migrated servers from 2003 to 2008/2012 and decommissioned old servers as per the requirements.
* Migrated Exchange 2003 /2007 to 2010 & Office 365
* Migrated multiple physical environments to Virtual Environments.
* Managed and supported exchange servers.
* Analyze vulnerability of the environment from Qualys reports and take necessary action. This includes deploying
* Windows OS patches via SCCM and coordinating with different teams for Application patches.
* Patch Management Administrator (SCCM/WSUS), DP, MP, SLP, FSP, New Site Configuration\ Upgradation.
* Handle any OS related issues.
* Worked on VRealize Operations manager(VROPS) for monitoring the vcenter alerts.
* Deployed vRealize Operations Manager (VCOPs/VROPs), leveraging its capability for proactive monitoring of health of the entire virtual environment.
* Worked on support for Active Directory, GPOs, DNS, SNMP, DHCP, File & Print Server, FTP, Terminal Server, NAT, WSUS.
* Systems integration, installation and configuring Windows operating systems on Blade servers.
* Patched and hardened Windows systems on a regular scheduled basis with the goal to minimize the potential attack surface and vulnerabilities present on the network.
* Experience with Microsoft Azure, Azure Resource Management templates, Virtual Networks, Storage, Virtual Machines, and Azure Active Directory.
* Manage Citrix policies; via Active Directory or Citrix Studio in Xendesktop 7.6.
* Preparing and provisioning desktops, Creating and updating desktop groups and citrixXenDesktop 7.6, Provisioning Services 7.6 and the XenDesktop Setup Wizard with Write Cache and Personal vDisk Drives
* Migrating the Citrix Metaframe Presentation Servers from 4.0 to 4.5 to Xenapp5.0.
* Drive end to end deployment of various Components on the Azure Platform
* Managing SRM (Site Recovery Manager), installing Storage Replication Adapters, and connecting the sites, installing the SRM license key.
* Automation of server deployments using PowerShell scripts on windows and VMware.
* Experience in Virtual Center Upgrades from 5.1 to 5.5 & 5.5 to 6.0 including upgrading ESXi hosts and SRM also.
* Installing 64-Bit OSs on ESX server which enhances the performance of guest operating system. Helping IPv6 compliance on VMware products like ESX, ESXi, VMOTION, DRS, HA & VDI.
* Responsible for maintaining complete VMware infrastructure for the customer.
* Involved Datacenter server migration and SAN storage migration Activities.
* Responsible for upgrading the Virtual Machines, VMware ESXi hosts and vCenter servers in the organization.
* Installed and configured Linux virtual machines on VMware infrastructure.
* Created New Virtual Machines, cloning VM, DRS and Snapshots.
* Created and managed templates in VCenter.
* Server migration from Physical to Virtual (P2V) and Virtual to Physical (V2P)
* Installation and configuration of Red Hat Linux on VSphere and VMware ESX.
* Created and managed Standard and Distributed Switches (dvSwitch) in the vCenter servers for making use of best network design and stability across the vCenter Servers.
* Deploying VM from Vrealize tool like windows 2008 and 2012 r2 servers.
* Assist in troubleshoot VM performance issues with the help of Vrealize Operations.
* Setup Affinity and Anti-Affinity rules for windows servers.
* Create and apply host profile to ESXi hosts and update hosts from ESXi 5.0 to ESXi 5.5 and 6.0 and 6.5
* Troubleshooting of windows OS, VMware ESXi and application issues.
* Perform upgrades to hardware, operating systems, and applications.
* Application deployment using SCCM 2012, MDT, Altiris 7.0, 7.1.
* Setup and configured SCCM Operating System Deployment (OSD) for Windows XP and Windows 7,
* Perform daily activities such as ticket handling, monitoring and troubleshooting of VMware and windows infrastructures.
* Adding users and providing rights to user for windows servers.
* Responsible for windows server, DNS, DHCP, TCP/IP support.
* Coordinate with various teams to fulfill new server build request to satisfy configuration, backup and storages requirements.
* Working on VDI environment using Horizon View Client.
* Validate the storage request and add LUN's to the cluster.
* Manage Windows servers and ESXi hosts in Active Directory.

**Nucor Corporation, Charlotte, North Carolina**

**May 2017 - July 2018**

**VMware, Windows System Administrator**

* Provided day to day administration/support of a Windows 2008 R2 “clustered” environment including Active Directory administration, Exchange administration, and VMWare Virtual Center, P2V2P Server Farm (DELL/HP/Cisco UCS Hosts with Windows 2008 Guest OS).
* Assessment design and Planning for Implementation of vSphere Environment.
* Installed vSphere 5.5 from the scratch such as ESXi, vCenter, etc.
* Worked on vSphere Upgrade projects to ESXi 5.5.
* Installed, configured and implemented policies for Enterprise Exchange 2008 Server
* Installed, configured and implemented SQL 2005 Enterprise Database Server (32 & 64 Bit).
* Installed, configured and implemented Symantec System Center Enterprise (Antivirus, and Alert Manager, Virus Scanning
* Services with End Point Security and Symantec Mail Security for Exchange with Advanced Spam).
* Worked on Active Directory, GPOs, DNS, DHCP, File & Print Server, IIS (Web Server), FTP, Terminal Server, RIS, RRAS, NAT, WSUS, Microsoft Clustering, Exchange Mail Server and ISA Server.
* Provide on-call support, troubleshooting, incident notification and resolution, problem management and root cause identification.
* Executed SAN hardware and software configuration, installation, patching, integration, upgrades, and performance tuning of the storage environment while leveraging vendor relationships and expertise as required.
* Installed and configured Microsoft Windows 2008 Servers from ILO management tool on Rack servers and blades.
* Experience with vSphere Host Profiles, Standard and Distributed Switches setup. LUN creation and storage mapping administration and configuring Multi pathing.
* Receiving calls from end uses to provide support for citrix application and terminal server issues.
* Implemented high availability with Azure Classic and Azure Resource Manager deployment models.
* Creating & Managing software inventory reports using SCCM queries.
* Generating SCCM custom (SQL) reports.
* Disk Management-Basic & Dynamic Disks, Types of Volumes.
* Provisioning VDI manual pools to end users support.
* Maintaining regular Data Backup. Configuring and Managing disk management.
* Installing and Configuring Terminal servers for remote desktop.
* Deploying VDI's Through Templates. Adding processors, RAM, NIC, disks to the VM.
* Configuring Vmotion / Creating resource pools and configuring the VM’s based on priority.
* Worked on production servers/network infrastructure that included Windows administration of Domain Controllers, DNS, DHCP, Exchange 2010/2007 Mail Servers, NAS, File and print Servers, and Terminal Servers.
* Creating a test environment in citrix or VMware for production team or test their applications.
* Creating new sites in Citrix webinterface4.0, hardcoding the webpage, and installing hotfixes.
* Deployed Azure IaaS virtual machines (VMs) and Cloud services (PaaS role instances) into secure VNet's and subnets.
* Handled the VMware solutions to support multiple storage connectivity options such as FC-SAN, iSCSI, NFS (NAS).
* Provided day-to-day system administration and technical support for Windows 2003, 2008 and 2012 Servers.
* Installing and configuring consoles for any new Servers, Storage Device, Routers and Switches. Audit data center spares, cabinets, rows, hardware, and fiber and patch cables and cross connects specifics for periodic reports.
* Develop and maintain O&S Standard Operating Procedures for VDI Environment.
* Work directly with customers on boarding VDI.
* Installed configured and implemented WSUS Patch management and kept the Datacenters up to the latest Patches, Updates and Rollups.
* Installed, configured and implemented VMWare Virtual Center Infrastructure 2.5 creating, building, administering, monitoring, and balancing ESX 3.5 Hosts and Windows 2003 R2 Guest Servers, for Development and QA environments.
* Design and implementation of VMware vRealize operation to monitor VMware and vRealize Automation environment.
* Excellent knowledge in creating and managing users, permission settings, roles and responsibility assignments and VM resource allocations on ESX/ESXi hosts. VLAN tagging according to the client requirement for security purpose.

**Century Link, Monroe, Louisiana**

**Jan 2016 - April 2017**

**VMware, Wintel/Windows Administrator**

* Provided support, maintain and consolidate servers, storage solutions administration / maintenance and backups at the Data Center house.
* Provided site support for various architecture; Manage and maintain HQ, Senior Management and end-user support, LAN/WAN connectivity.
* Worked on Central Management Server (VCenter Server) to manage all the ESXI hosts in the datacenter.
* Creating and managing Virtual Machines and Templates. Working with snapshots of Virtual Machines.
* Configured VMware on clustered environment, Implemented Migration of Virtual Machines using VMotion, Storage VMotion.
* Deployed new vSphere 5 infrastructure for VDI implementation.
* Performed VM Storage migrations to new EMC and Net app storage arrays.
* Administered and upgraded vCenter and ESXi servers from vSphere 4 to vSphere 5.1 and 5.5.
* Hot and Cold Cloning of Virtual Machines using VMware Converter.
* Racked and installed ESXi servers and added to vCenter clusters.
* Performed data store migration using VMware storage vMotion.
* Experience on Host Profiles, Distributed Switch, DRS, VMotion, SV-Motion, Resource pools, permissions, Patches, Snapshots, Tools Upgrade, disk expansions, Templates.
* PowerShell, VBscript, Power CLI Windows batch scripting. Strong propensity to automate routine tasks via scripting. Ability to author scripts.
* Experience supporting MS Windows network infrastructure; including any of the following: Active Directory, WINS, DNS, DHCP, Group Policy, Exchange.
* Create and apply citrix policies to control connections, security and bandwidth settings using group policy management console, Citrix delivery services console and Local group policy editor.
* Reviewed supporting our MS Windows infrastructure and virtualization technologies.
* Installs, configures and maintains operating system workstations and servers, including web servers, in support of business processing requirements.
* Functional knowledge of core protocols such as TCP/IP, SSH, SMTP, LDAP, NFS, DNS, Active Directory, SSL, Apache, Tomcat, IIS.
* Experience with managing VMware/ESX in Production environments.
* Building VM's and new Templates for new Projects and allocating them to appropriate Resource pools.
* Worked on VMware View 4.5 and 4.0 with installation and configuration.
* Good experience in configuring, optimizing and troubleshooting of Linux/Unix servers and the Networking setups.
* Provided support and maintain Microsoft Windows 2000/2003/2008, Novell NetWare 6.5 servers.
* Created/installed/setup multiple 2-nodes, Microsoft 2003/2008/SQL 2005 Cluster Service servers, utilizing the SAN/LUN drive mapping as resources on fiber technology.
* Maintain and managed documentation of current and new servers while maintaining inventory for asset management.
* Migrated servers between sites and deployed patches and updates as necessary.
* Managed Dell, Cisco UCS, IBM, HP and Compaq servers.
* Worked and resolved backup issues, using EMC Symantec Backup Exec 12.5 server client software.
* Provided weekly status updates and reports to senior management.
* Excellent analytical, problem solving, communication & interpersonal skills with ability to interact with individuals at all levels.
* Strong skills in organization and time management.

**Virgin Atlantic Airlines, Crawley, UK**

**Dec 2013 - July 2015**

**Windows & VMware System Administrator**

* Maintaining HP Proliant Servers DL360, 380, 580 and 370, Dell PowerEdge Servers.
* Configuring ILO connections on IBM and HP Blade Servers.
* Server Build by manual and also the Automation Process by using Altiris Tool.
* Documentation of high level design and project implementation plan.
* Installing and updating the OS with latest Patches released by Microsoft on all Servers.
* Creating user accounts and make sure that they have appropriate groups assigned to the accounts.
* Configure Network attached storage Devices for with File and Print server (NAS - Snap Servers).
* Monitor storage groups for data consistency and troubleshooting file systems (DFS).
* Maintaining ESXi 4.0, 5.0 Environment in the Organization.
* Creating VMSession on ESX servers through Virtual Infrastructure Client.
* Performed hot and cold cloning of VMs.
* Create VMs on ESX hosts for installing, configuring and managing guest operating systems such as Linux and Windows server 2003, 2008.
* Responsible for building and deploying servers running Windows 2008 R2, and Linux (CentOS, Ubuntu, and Red Hat).
* Configured VMware HA, VMware DRS and Fault Tolerance in acquiring higher efficiency for VMware Virtual Infrastructure.
* Worked on VMware Update Manager for updating or patching for all the ESX hosts and Virtual machines.
* Troubleshoot, optimize Exchange performance.
* Perform Exchange database maintenance, exchange database backups and restore.
* Schedules and coordinates level-appropriate maintenance.
* Expertise in Creates and maintains customer loyalty by serving customers above and beyond their expectations.
* Responsible for Windows 2003/2008 R2 server, DNS, and TCP/IP support.
* Experience with IIS and SQL Server 2003 and good knowledge of DNS.
* Responsible for OS Support, patches and upgrades.
* Virtual memory defragmentation issues.
* Assisting customers and end users with hardware, software application & network connectivity issues.
* Actively participated in migration from Windows 2000 to 2003 server and application updates.
* Troubleshooting of file server system issues with remote servers via telnet and putty.
* Creation of profiles, profile manager.
* Created patch updates baselines and remediated ESX hosts.
* Performed snap shot management activities.
* Configured and managed HA and DRS clusters.
* Creating Templates and cloning Servers through VI Client.
* Create, test and deploy virtual environments using Virtualization Technologies – VMware Workstation and ESXserver, MS Virtual PC.
* Working on the regional server issues through Incidents Tickets of Remedy Tool.
* Publishing the Applications for Users through Presentation Console.
* Managing the Print drivers and configuring Client Redirection while accessing the Printers through Published Applications.
* Updated and maintained current running projects, escalation charts, contact details, risks and issues.
* Created and maintained document management systems for the team’s collaboration.
* Experience on Working on Call 24x7.

**ADP, Hyderabad, India**

**Nov 2010 - Oct 2013**

**System Admin**

* Set up, maintained, and troubleshot Office 365 for several clients.
* Set up multiple servers, AD domains, group policies, and scripts.
* Creating and managing the VMware cluster with HA and DRS.
* Monitoring and managing performances of ESX/ESXi servers and virtual machines.
* Installing and Configuring HP Blade D460,Citrix Terminal Servers.
* Patching all Windows servers and workstations with Company standards.
* Customize the 2003/2008 R2 servers in terms of Registry, Audit/Account/Security policy, patching, to sustain Company Standard Operating Environment. Customize Redhat 5 for Linux Server Virtual Machine.
* Work with business clients to evaluate, streamline, and improve current systems, processes, and workflow.
* Coordinate with the IT Department with the issues. Document and report problems.
* User management by Active Directory.
* Created and managed user and group accounts which include configuring password policies, user rights, domain and local user accounts and setting profiles for multiple accounts.
* Incident Analyst Activities: Monitoring Mail Box and Ticketing tools. Follow ITIL process, Incident &change management.
* Analyses the issues and assigning to appropriate team. Responding within SLA.
* Providing RCA for critical issues. Maintaining Activities and RFC.
* Coordinate with other Teams to perform activities.Providing effective solutions to clients without fail.