Pushpi Sardana
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SUMMARY OF QUALIFICATIONS

- CCNA Certified, CCNA Security Certified - A+, Linux+, Network +, Windows 7, Server 2012 certifications in progress.
- Successfully completed Network Security Professional program.
- Highly motivated customer service and team oriented professional.
- More than 1year experience in a fast-paced environment.
- Excellent communications and problem-solving abilities.
- Leadership quality managing a team of seven people at Subway.
- Ability to manage multiple tasks and work in erratic hours.
- Ability to handle difficult people and critical situation.
- Security clearance (In Process).

TECHNICAL SKILLS

- Adept working with Windows Server "Active Directory"," DNS"," DHCP"," Exchange"," Group Policy".
- Installation and configuration of Window Server "2012 R2", "2008 R2", "Windows 7", "Linux".
- Installation and configuration of Active Directory- "Active directory Sites", "Active directory Replication".
- Troubleshoot hardware components of Computer.
- Managing System Components.
- Installation and configuration of "Firewalls".
- Configuration of "iSCSI Storage", "DHCP Features", "DNS Settings", "ADDS Sites & Trust.
- Capable of working with Security Devices "Fortinet".
- Virtualization "Microsoft Hyper-V".

TECHNICAL PROJECTS

- Configured Installation of Windows 7, 8.1, Servers "2008 R2"," 2012 R2", Linux.
- Troubleshoot of system components.
- Working knowledge with the management and operation of virtual environments such as VMware or HyperV.
- Assembled the components of computers.
- Installed Putty and worked with Cisco Devices "Router", "Switches".
- Installed and configured a virtualized Windows network using Hyper-V manager
- Installed and configured DHCP, DNS, IPv4, SSL Certificates, websites through IIS, FTP client and server.
- Acquired hands on experience via practical labs and assignments on Windows server in administration, management, troubleshooting and installation, using server services such as Active Directory, Group policy, DHCP and DNS.
- Developing "Certificate Authority".
- Configured, deployed and designed networks based on routing protocols such as RIP, EIGRP and OSPF
- and applied troubleshooting techniques on switching technology protocols such as VLAN, VTP, STP, Inter-VLAN configuration.
- Acquired understanding of networking technologies such as OSI Model, TCP/IP, Firewall, VPN.
- Access Control List, Subnetting and IP addressing.

WORK EXPERIENCE

Support/Validation – Level 2   **March 2018 - Present**
Sectigo Ltd, Ottawa, ON
- Assist customers with the verification of organisational details and legal status following the guidelines established by Certificate Authority/CAB Forum.

- Assist customers with CSR (Certificate Signing Request) generation and completion of the Domain Control Validation.
- Use the ticketing system (Salesforce) to resolve any pending cases and provide clients with appropriate solutions.
- Maintain and update the user knowledgebase for common issues.
- Provide technical and customer support to Enterprise customers, Partners, Resellers.
- Investigate websites for malware or malicious activities (e.g. Phishing, Malware) and revoke (Secure Sockets Layer) Certificates.
- Handle day-to-day activities associated with maintaining Sectigo's customer base.

Account Lead   **Oct 2017- March 2018**
Nova Networks, Ottawa, ON
- Be available to affect the entirety of the team's operations.
- Investing, diagnosing and solving the issues, which agents face during the call.
- Perform at least ten calls per agent per month for quality evaluation on agents.

- Develop training documents that support Service Desk operations.
- Develop training presentations that support the new agents in how to handle the calls.
- Train the new agents and make sure that they are ready to help the caller by themselves.
- Motivate and encourage agents through positive communication and feedback.
- Followed up with the customers to ensure problems were resolved.

Service Desk Analyst – Level 1   **Feb 2017- Oct 2017**
Nova Networks, Ottawa, ON
- Responding to the End User issues via Service Now application.
- Documented all the issues and generated reports dealing common problems and error trends.
- Work and resolve Customer Service-related queries through phone, Email tickets.
- Escalate service questions to appropriate client representative.
- Supported the clients with inbound technical support call.
- Assisted customer having hardware, software, desktop PC's, Printers and networking issues.
- Follow up with Customers and make sure if the problem has been solved.

EDUCATION

Network Security Professional Diploma   **Sept 2015-2016**
Willis College of Business, Technology, Healthcare, Ottawa, ON

Computer Information System   **Sept 2017-2019**
Algonquin College, Ottawa, ON

ACHIEVEMENTS

- Presented a Paper on the topic "Shopping is a major stress buster: A Comparative study of Online v/s Offline at Pacific Mall" in the International Conference held at Sikkim Manipal University (Jaipur).
- Bagged 2nd Prize in debate competition on the topic "All religion anti-women" at college level.
- Published an Article in School magazine on the topic "Extinct Species".

<u>REFERENCE AVAILABLE UPON REQUEST</u>