**SHAHINA SULTHANA**

**Mail-ID:** [**shahinasulthana555@gmail.com**](mailto:shahinasulthana555@gmail.com) **Ph. No: 9154310342**

### Objective:

To be contributing asset in the field of Business administration, this will provide me exciting opportunities to utilize my skills in an organization which rewards performance with responsibilities and challenging opportunities

### Professional Skill Set:

* Windows admin
* O365 and messaging admin
* Knowledge on CCNA

### Windows Platform:

* Implement, managing and maintaining a Microsoft Windows Server 2008, 2008R2, 2012 and 1016 Managing users, computers and groups.
* Providing day-to-day support for users reset password, Account lockout, Home directory and Network Printers.
* Remote Administration and Incident Management.
* Administration of mission-critical 24x7 redundant Microsoft systems.
* System administration of Microsoft systems with Microsoft security.
* Configuring Hyper-V, Configuring VM’s & Upgrading VM’s, Modifying and setup High availability Hyper-V.
* Working with RAID levels, System troubleshooting, Troubleshooting Drivers and Firmware incidents.
* Microsoft Windows Server 2008, 2008R2, 2012 and 2016 Active Directory Service.
* Good working knowledge of VMware infrastructure.
* Install, configure and troubleshooting IIS on windows servers.

### Exchange & Office 365 Administration:

* Managing/ Administering O365 Products i.e., Exchange Online, Teams.
* Maintaining licensed User Accounts / Mailboxes, Shared mailboxes, Resource mailboxes, Distribution lists, O365 Groups and assigning permissions.
* On-Boarding and Off-Boarding the mailboxes upon request and resolve.
* Troubleshooting Mailbox login issues, Mail flow issue, Email Restoration issues & Mailbox permissions issues.
* Restoring and deleting the emails from the user’s mailboxes using content search.
* Create and managing Malware, Spam and Connection filters.
* Whitelisting and blacklisting the IP address, Email address and Domains.
* Checking the Security alerts and Sing-in Logs for any suspicious activity on user mailbox.
* Monitoring the Security alerts to mitigate the Security Risks.
* Create and managing the transport rule to redirect/ forward and block the emails in Organization.
* Rollout the MFA batches wise via Conditional access policies.
* Troubleshoot the MFA and Conditional access policy issues.
* Create and Managing the Teams groups, Channels (Private and Public)
* Team’s admin Portal.
* Publish new Applications to the Teams clients based on requirement.

### WORK EXPERIENCE:

**Company :** **Key groups Solutions Pvt Ltd**

**Location : Hyderabad**

**Designation : Associate System Administrator**

**Duration : November 2020 to till date**

**Platform : Windows** **Administrator**

**Job Profile : Responsible** **for** **Windows** **Server** **activities**

### Academic Credentials:

* MBA from ANR College, Krishna University, Gudivada.
* Degree from ANR College, Krishna University, Gudivada.
* Intermediate from Sri Sidhhartha Junior College, Gudivada.
* SSC from ZPH School, Nidumolu.

### Personal Profile:

Name : Shahina Sulthana

Date of Birth : 06-06-1995

Father's Name : Md. Iliyas (Late)

Languages Known : English, Hindi, Telugu, Urdu

Permanent Address : D/o: Md. Iliyas (Late)

1/260, Naizampet,

GUDIVADA-521301,

Krishna (dist), Andhra Pradesh

### Declaration:

I do hereby that the above information and particulars are true and correct to the best of my knowledge and belief.

**(**Shahina Sulthana**)**