Surbhi Vasudeva
39490 Albany Common, Apt R
Fremont, CA, USA

323-382-2617(M)
surbhivasudeva88@gmail.com

Summary

I have 5 years of experience in supporting and maintaining IT Infrastructure. I was involved in different roles of ITIS Support. Good technical acumen with wide variety of systems, concepts, tools and standards. Excellent team player with strong multi tasking, research and time management skills and a dedication to learn new domain and technical skills.

Technology Summary

Certifications	: ITIL V3 Foundation, MCTS: Windows 7 (70-680), MCTS: Windows Server 2008 Active Directory (70-640), Windows XP (70-270)
Languages	: C, C++
Tools	: Right Now, Host Monitor, Putty CM, Nag iOS, SCCM Reporting
Platform	: Windows, Citrix, MAC, Cisco
Process/Deliverables	: Have a sound knowledge on ITIL and has been involved in ITIS support team as a team member, Client Interfacing Skills and Onsite-Offshore coordination.

IT Experience

Employer	: Infosys Technologies Limited – Chandigarh (April 2013–October' 16)
Role	: Senior System Engineer (Apr'13 to July'14)
	Technology Analyst (July'14 to October' 16)
Projects	: Computers and Communication Division, Infosys
Support	: Windows 7, Windows 8, Server 2003, 2008, 2012, Apple MAC, Cisco

Responsibilities

- Provide service specific inputs on admin model, monitoring and reporting, evaluate specific product to facilitate successful completion of POC in order to formulate effective service design.
- Based on inputs received from service team and reporting manager, initiate requests in RPS and update relevant back end changes to facilitate procurement.
- Assist system engineers in troubleshooting the system and network related issues and handle 2nd level incidents and service requests in order to comply with service delivery plan.
- Implement service specific controls and process, perform routine backup activity, check

for power/system/network redundancy; record capacity parameters specific to services/systems in order to comply with service continuity and capacity management plan.

- Handles service functional escalation, coordinate with service provider, Implement scripts and tools to prepare service reports in order to comply with service level management and reporting.
- Co-ordinate with Service Provider/Supplier for functional escalation, provide feedback on vendor support in order to deliver the services as defined.
- Take corrective actions based on security alerts, use of scripts and tools for monitoring security controls and network/system scanning report analysis in order to comply with service level management and reporting.
- Attended to escalated calls from Service desk in order to address user requirements.
- Attend to Service Requests and incidents, analyze the root cause and provide the solution in order to meet the defined SLA target and avoid repeated incidents.
- Document the changes in CMDB updating, Implement forward schedule changes, and perform major Service Release activities in order to comply with defined processes.
- Plan and implement IPSAT action Items and Service optimization measures in order to comply with service management plan.
- Co-ordinate with resource executive in updating CMDB covering the lifecycle of the assets and provide inputs for hardware and software upgrade in order to comply with asset management policy.
- Compliance to defined process, closure of audit issues and provide inputs to improvement initiative in order to adhere to quality process and guidelines.
- Perform Business continuity drills as planned, prepare and submit test results and findings in order to comply with Phoenix Plan.
- Providing the required IT Infrastructure for corporate events and partnering with service owner in order to facilitate organizational and Dept. initiatives.
- Taking part in activities like rural research program, campus connect and green initiatives in order to be part of Corporate Social Responsibility tracks.
- Problem solving skills needed to troubleshoot and repair network issues

Employer   : Tata Consultancy Services – Gurgaon (Sept 2010–March 2013)
Role   : System   Engineer
Projects   : Ceridian, SNTG
Support   : Windows XP, Windows 7, Server 2000, Server 2003, Citrix XenApp

Responsibilities

- Process Management : Daily and Weekly meeting with onsite support team and clients To discuss Last Week Report, Current Status and future activities to maintain the quality. Preparing Event Quality Log and sharing with Client.
- Active Directory Administration, Citrix Administration
- Event Management : Preparing Daily Availability Checklist including a check for all the domain controllers, Intranet, Citrix Desktops, Exchange Server, VMWare Servers, DFS Replication and sharing with management and Client, Monitoring and Configuring BMC for events, Preparing reports etc.
- Incident Management: Infrastructure Queue Maintenance and Daily Task Assignment.
- Access Management: Creating Security Groups and updating access.

- Request Fulfillment, Problem Management
- Maintaining Starters and Leavers and respective records, Partial OU Management.
- Weekly and Monthly Domain Review
- Weekly and Monthly Reporting – Server Checklist, Incidents and Calls SLA Management
- Telephony – Configuration and Management

Initiatives

- Daily Availability Checklist: Automating the Check for all the services using Host Monitor so as to avoid manual checking by logging on to servers.
- Monthly Domain Review: Automating the task by developing Scripts using VBA. This reduced the time consumption from 35 hours to 5 hours each month.
  Received on the spot award and customer appreciation for the same.
- Created several documents related to process and technology, number of them got uploaded in the internal portal.
- Automating MTTR (Mean Time to Resolve): Automated the manual calculation for MTTR for Ceridian as well as number of other projects based on Excel – VBA.
  Received Star Performer of the month award for this and appreciation from TCS Process team.

Trainings

Corporate Training : TCS ILP-ITIS Specialized training (Sept 2010-Dec 2010) in Coimbatore.

6 Month Industrial Training: Central Scientific Instrumentation Training, Chandigarh

Project: Electronic Portal Imaging Device
Description: Electronic portal imaging is the process of using digital imaging, such as a CCD video camera, liquid ion chamber and amorphous silicon flat panel detectors to create a digital image with improved quality and contrast over traditional portal imaging. The benefit of the system is the ability to capture images, for review and guidance, digitally. These systems are in use throughout clinical practice.
Responsibilities:
- Developing Code to read, filter, process the image with the help of Virtual Instrumentation tool: Lab VIEW.

6 Week Industrial Training: CETPA InfoTech

Project: Metro Train Simulation (Microcontroller Based)
Other Projects: Wireless Based Elevator Simulation (C & microcontroller Based)
C++ based Quiz, Game.

Education

Examination	Stream	Name of Institution	Name of Board/University	Percentage
M.S	Computer Engineering	San Jose State University	San Jose State University	3.85
B.Tech (2007-2010)	Electronics & Communication Engg.	Lovely Institute Of Technology	Punjab Technical University	87.00%
Diploma (2004-2007)	Electronics & Communication Engg.	Government Polytechnic College for Girls	Punjab State Board of technical Education and Industrial Training	78.60%
Secondary School Examination (2004)	-	Seth Hukam Chand SD Public School	CBSE	86.80%

Personal Details

Name   : Surbhi Vasudeva
Designation   : Student
Experience   : 5 Yrs.
Present Employer   : NA
Present Location   : Fremont, USA
Languages Known   : Hindi, English and Punjabi

(Surbhi Vasudeva)