**MONISHA P V** 🖂[pvmonisha23@gmail.com](mailto:pvmonisha23@gmail.com)

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**OBJECTIVE:**

To work in a meaningful position that enables me to develop myself as a professional and permits scope of growth.

**CAREER SUMMARY:**

A dynamic professional with 4+ years of Experience in Information Technology Field. In the Technology area of System Administration (Windows) & Cloud Administrator with profound skills in installation, configuration, maintenance and troubleshooting of Operating systems and Application supporting.

**SKILLS SUMMARY:**

**Technologies:** Windows Server 2003 and above, AWS, Office 365, MS Exchange

**Key Responsibility:** Active Directory Administration, MS Exchange Administration, Office 365, Identity Access Management (AWS), Monitoring Server Status, AWS Cloud Administration,

**Inventory Management:** Sapphire IMS tool

**Patching:** Microsoft Office 2007, 2010, 2013 and 2016, Outlook and Office 365

**Ticketing Tools:** RCRM, Sapphire IMS, Manage Engine, Service Now

**Monitoring Tools:** Fire scope, Solar winds, ELK

**Operating Systems:** Windows Server 2003 and above, RHEL, Centos, Amazon AMI

**Virtualization:** Vsphere, Hyper-v

**Software Configuration:** Installation & Configuration of Linux and Windows Server Machine, MySQL, Apache HTTP Server, Apache Tomcat,

**AWS:** VPC, VPN, Subnet, Route, Public & Private Subnet, EC2, EBS, S3, Route 53, Load Balancer, Auto Scaling, RDS, IAM

Good Analytical and Problem Solving Skills, Talented team player, quick in learning and adapting to new situations, configurations and technologies.

Strong oral and written communication skills including documentation.

Knowledge on ITIL such as Incident Management, Problem Management and Change Management.

**CERTIFICATIONS:**

AWS Certified Solutions Architect – Associate

**ACHIEVEMENTS:**

* Received ACE AWARD for recognition of individual performance and contributions towards competency, process, teamwork, customer focus and initiatives in Hexaware for Q4 2018.
* Secured top Rating #1 in Hexaware for the project SAEI Managed Services, for outstanding contribution during annual performance reviews.

**EDUCATION SUMMARY:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualifications** | **Institution** | **Year of Passing** | **Percentage of Marks** |
| **B.TECH(IT)** | Prathyusha Institute of Technology and Management,Tiruvallur | 2014 | 80% |
| **HSC** | Bharathidhasanar Matric Higher Secondary School,Arakkonam. | 2010 | 85.9% |
| **SSLC** | DR VGN Matric Higher Secondary School,Tiruttani. | 2008 | 85.4% |

**EXPERIENCE SUMMARY:**

**Hexaware Technologies Ltd.**

**Designation: Technical Analyst Duration: Aug 2017 – Present**

**Project: SAEI Managed Services (System Admin)**

* Creating / Disabling / Deleting domain User ID in Active Directory and Mailbox in Exchange & O365 console.
* Creating shared mailbox, distribution groups, and security groups based on the requirements.
* Having admin rights for exchange and office 365 console.
* Providing and maintaining Admin, Wi-Fi access through AD and USB access through AV Console
* Managing user accounts, groups, print queues and controlling access rights using Active Directory.
* Migrating users from Local Exchange to Office 365 and vice versa.
* Maintaining file share server and providing file share access to the users.
* Having admin access to all the VM’s and assigning the access to the user based on the needs.
* Monitoring the VM’s and servers using the tools like Fire Scope, Solar winds and ELK.
* Performance and Capacity analysis and reporting for VMware infrastructure.
* Scope creation and reservation of IP in DHCP Server as per the request.
* Configuring DNS server.
* Creating OU’s and applying group policies depends on the project requirement.
* Maintained the system and software Asset Inventory details.
* Installing and troubleshooting the Symantec Endpoint Antivirus.
* Periodic update of servers and systems with latest security patches.
* Managing and Maintaining FSMO Roles.
* Troubleshooting & solving of a wide variety of issues related to Servers, Network and Storage.

**Project: Internal Project (Cloud Admin)**

* Maintaining the Instances over the AWS Cloud and Deploy the infrastructure in AWS EC2.
* Maintained the application software over on Cloud environment for Web applications.
* Maintaining, Troubleshoot, Debug the Application services like Apache HTTP, TOMCAT
* Providing Remote support for HP Employee and fixing the users end Applications issues.
* Taking Regular Backups for EBS Data Volumes & Push Databases backup into Amazon S3
* Upgrading the EC2 Instance Flavor (CPU-RAM) / EBS Sizing
* Secure the server’s Inbound and Outbound Access using Security Groups
* Controlling the VPC using the VPC Peering, Subnet’s Routing & ACL
* Creating / Deleting the EC2 Instances & Backing the Volumes into Snapshot.
* Enabling / Disabling VPN access to HP employees
* Migrated some projects environment into AWS Cloud Platform.
* Involved in preparing Technical Specification, testing and documenting application.
* Deployed the Autoscaling and Load Balancer to the Web Applications
* Maintain / Update DNS Records in Route 53

**Brillio Technologies (Payroll of Isource Info systems)**

**Designation: IT Analyst Duration: Aug 2016–Aug 2017**

* Generating daily, weekly and monthly reports through MS Excel.
* Managed user accounts, groups, print queues and controlling access rights using Active Directory.
* Providing and maintaining Admin, WI-FI access through AD and USB access through AV Console.
* Providing Remote support for users (Team Viewer, Dame Ware, Ammy Admin)
* Providing First time resolution for all the tickets raised by users through Sapphire IMS which includes incident, change and problem management, also maintain SLA.
* Asset Management
* Creating / Disabling / Deleting domain User ID in Active Directory
* Maintaining file share server and providing file share access to the users
* Troubleshooting VPN related issues, Proxy issues, and AV issues.
* Managing user accounts by unlocking and resetting passwords for the users.
* Providing office 365 license based on user level.
* Creating / Editing DL and basic knowledge in O365.
* Installing and configuring MS Outlook 2007/2010/2013 and troubleshooting Mail problem.
* Troubleshooting Network and Local printer installation and troubleshooting.

**VYB Technology Solutions**

**Designation:** **Technical Support Engineer Duration: Dec 2014-Aug 2016**

* Working as Helpdesk Executive and managing every user’s requests.
* IT Tickets handling through RCRM ticket system.
* Transferring the ticket to concerned team as per the user issue.
* Remote Support to all client side PC’s finding issues &amp; fixes it through remotely.
* Support client pc through various Remote tool like Dame Ware and LYNC
* Installation of software as per the requirement of users.
* Email client configuration and troubleshooting (MS outlook 2007).
* Installing and troubleshooting VPN.
* Configuration of local and network printers.
* Troubleshooting third party application.
* Updating of MacAfee antivirus and troubleshooting.
* Providing regular updates on call status to next level management team to avoid

Customer escalation.

**PERSONAL SUMMARY:**

Father’s Name : Venkatesan P G

Date of Birth : 23rd October 1992

Phone Number : +91-6369435264

Passport Number : L7005731

Marital Status : Single

Languages Known : Telugu, English, and Tamil

Permanent address : No. 5b, Kannan Nagar, Camp Road, East Tambaram, Chennai-73

Date :

Place : (MONISHA P V)