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| YOGALAKSHMI .S  Quick Learner - Positive Attitude - Problem Solver - Committed to making a difference.  As an energetic and responsible professional, I am passionate about problem-solving.  To elevate my skills, ability and knowledge in an organization which encourages me to flourish and accomplish my goal. EDUCATION **B.E in Electronics and Communication Engineering**,  Veltech Hightech Dr.Rangarajan Dr.Sakunthala Engineering College (Anna University),Chennai  JUNE 2016 - SEPTEMBER 2020  **HSC**, Velammal Matriculation Higher Secondary School, Chennai  JUNE 2014 - MAY 2016  **SSLC**, Christ Matriculation Higher Secondary School - Chennai  JUNE 2013 - MAY 2014  **EXPERIENCE**  **System Engineer ,**  Cognizant (Payroll of VertX Solutions)-Chennai  June 2021 - Present  Used critical thinking to break down problems, evaluate solutions and make decisions.  **Operating Systems:** Windows all versions  **Tools:** BMC Remedy, Active Directory, Unlock Tracker and some automation Links, Azure accounts, On perm & Autopilot Assets.  **Description:** Handling tickets in a speciﬁed time interval, depending on the priority level. Follow up of tickets, Resolved more incidents.  ● Active Directory, Asset reset and Reconfiguration, Azure Domain join and rejoin, Password resets, Account activations, Managing user access, Policy management.  ● Software installations with a veriﬁed request and uninstallations, Driver installation and up-gradation. Patch management, OneDrive backups, and system logs.  ● Troubleshooting Issues related to Citrix, VMware, O365, MS Teams, Outlook, VPN, Cisco Any Connect, Browser related, Hardware related issues, DNS, Monitoring system performance etc.  ● Performing compliance & Security tasks, group policy updates, policy restrictions related to the project.  ● Transferring tickets to the right team & getting support from the right team.  ● Remote Support using WebEx support, MS Teams, WebEx, LogMeIn. **ACADEMIC ACTIVITIES** **Industrial Visit:-**   * Visit to BSNL at Chennai on Sep 2017 * Visit to Entrepreneurship Awareness Creation in E-Waste management Organized by Veltech Technology Incubator supported by Department of Science and Technology (DST), Government of India(December 2017). * Visit to Sathish Dhawan Space Center (SHAR)-Indian Space Research Organization (ISRO) ON September 2018   **Training:-**   * Internship Training Program at IOT & Cloud Computing at Explore Labs(June 2018) * In Plant Training on Embedded System at Code Bind Technologies (Dec 2018) * Basics of Python-One week course conducted by six phrase at Veltech High tech Dr,Rangarajan Dr. Sakunthala Engineering College. * Certification on CCNA, Routing and Switching in Eduonix conducted in online class.  DECLARATION I hereby declared that the above-furnished details are correct and true to the best of my knowledge. | DSC_0040f**ADDRESS** No 16, Thendral Nagar West, 3 rd. Main Road  Thirumullaivoyal,  Chennai. 600062  **(+91) 8667842079**  [**syogalakshmi19@gmail.com**](mailto:syogalakshmi19@gmail.com) **PERSONAL DETAILS****Date of birth** 19 -12 -1998    **Marital status**  Single (Female) **LANGUAGES** English (C1)  Tamil (Regional) **TECHNICAL SKILLS** ● Basic C ,C++  ● Networking issue  ● Email & Documentation Customer  ● Support Services **AREA OF INTEREST** ● Digital Electronics, Signals and System **PERSONAL SKILLS** ● Good Communication Skills  ● Problem Solving and Decision Making  ● Quick Learner  ● Adaptability and  Flexibility  ● Patience and Stamina **HOBBIES & INTEREST** ● Music    ● Painting  ● web surfing  Place : Chennai  Date :  **(Yogalakshmi.S)** |