**First Name of Application CV No 1648056**

Whatsapp Mobile: +971504753686



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**CURRICULUM VITAE**

**OBJECTIVE**

I am an IT Operations/Process Analyst, seeking an opportunity in UAE, to apply my professional experience and personality traits in a challenging career which enhances my personal and organizational growth

**SUMMARY**IT Operations /Process Analyst with excellent track record in Operations management, Resource management, Performance management, IT Support, ITIL Process management, SLA management with international standards. All my job roles were professionally and sincerely handled and thereby grabbed promotions and many appreciations and achievements. Notable ones are, ISO 27001 recertification for UST Global with 98% compliance, revenue saving by 30% by introducing new conferencing solution, automation of privilege management by bringing in new tool and saved resource utilization by 40% and increasing the performance of the teams by strategic planning to increase the SLA to 98%.

**SKILLS**

* Operating Systems: Windows XP, Vista, 7, 8, 8.1, Ubuntu
* Software Language: JAVA, C++ and C ,Asp.Net
* Databases: MySQL, Oracle 10g, MS SQL Server 2008
* Servers: Windows Server 2008, 2008 R2, Ubuntu, Cisco IOS
* Tools: Putty, SCCM, VMware vSphere client, Hyper-V, vCenter Operations manager, BMC Remedy, CA Nimsoft, Service Now, Kronos, SAP, Salesforce, Symantec,
* Pro-active, punctual, flexible, leadership qualities and open to try and adapt to new systems and requirements. Strong customer focus and global mind set.
* Passion to solve problems. Mentoring, motivating and managing capabilities
* Good communication skills, analytical skills and mathematical skills

**EDUCATIONAL QUALIFICATION & PROFESSIONAL CERTIFICATIONS**

* **Master of Computer Application**  
  SCMS School of Technology and Management, Kochi  
  Graduated: December 2012
* Microsoft Certified Professional
* Microsoft: Server Virtualization with windows server Hyper-V and System Center Specialist
* VMware Certified Associate in Data Center Virtualization
* VMware Certified Associate in Cloud
* ITIL v3 Foundation Certification
* Diploma in Electronic Mechanic

**WORK EXPERIENCE**

* **UST Global, Technopark, Trivandrum** [*UST Global®*](http://www.ust-global.com) *is a leading provider of end-to-end IT & Engineering Services and solutions for Global 1000 companies.*

**IT Operations/Process Analyst**, ***January 2015 – February 2016***

* + IT Systems administration and support.
  + Corporate IT Governance- Availability, Release, Capacity, Incident, Problem, Service level, Change, Configuration ,Risk and Quality management,
  + Operations Management of the whole Infrastructure team.
  + Business development- Improve the operational systems, processes and policies.
  + Compliance Audits

**Systems Engineer and Analyst**, ***January 2014 – December 2014*  
(***In addition to the below responsibilities as Systems Engineer), as a Business Analyst working with PMO*

* Identify the business opportunities. Conducting cost effective analysis and Business case development
* Hiring, Performance management, Payroll, Resource management and talent acquisition
* Support the project team in developing and implementing the solution
* Co-ordinate the preparation of user manuals and training materials and documentation
* Communicating with the customer to clarify and finalize requirements and any changes
* Providing domain training and induction for the product to the associated resources

**Systems Engineer**, ***June 2013 – December 2013***

IT Support.

* + Software and hardware installation, troubleshooting and maintenance.
  + DL and shared mailbox creation in AD, management and auditing.
  + Storage server audits- Management of Shared folders, Team folders, Project Data folders
  + LAN/ VLAN configuration and troubleshooting
  + Virtual machine administration using VMware and Hyper-V
  + Deploying and configuration of VMs in test environment and development domain

**PERSONAL PROFILE**

Date of Birth : October 22, 1988

Sex : Female

Nationality : Indian

Marital Status : Married

Linguistic proficiency : English, Hindi and Malayalam

Hobbies : Listening to music, Gardening, Reading and Cooking.