**NIVEDHA**

**NIVEDHA.332461@2freemail.com**

 **Summary**

* Quick learner of technologies with strong focus on product deployments and support with a collaborative approach.
* Excellent troubleshooting, problem solving, multitasking and time management skills.
* Strong verbal and written communication skills.
* Experience with Tools like Fogbugz, Splunk, MS Project/Office, and SharePoint.
* Strong understanding of the Incident and Problem Management Process and Work Intake Prioritization.

**professional Experience**

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| **June 2016-January 2017** | **NIIT** | **Kerala,KL** |

**Role :** Student

**Period** : JUNE-2016 – JANUARY 2017

* Completed course in Certifications In dot NET Technologies (CDNT2).
* Acquired Good knowledge of OOPS Concept, C, and C #.
* Gained Good Knowledge in Windows Application Development, HTML5 Programming (CSS, JAVASCRIPT and JQUERY) and ASP.NET MVC4 and basic knowledge in SQL Database Server.
* Completed Project Shopping Cart in .Net Framework Platform using ASP.NET MVC4.

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| **Oct 2015 – April 2016** | **TRANSCENTRA,FTS** | **Chennai, TN** |

**Role :** System Engineer– IT- Infrastructure

**Period** : OCT-2015 – APRIL-2016

**Responsibilities**

* Manage various projects in IT Infrastructure domain.
* Took care of ticketing tool and maintain the records.
* Resolve network, internet, VPN and software related issues faced by the clients from overseas.
* Suggest and implement new processes or change in processes by analyzing various reports.
* Handle tickets for issues related to software installation and upgrade, Printer installation and configuration, Virus and Spyware removal, PC performance optimization, Cisco VPN client, RSA token, Active directory, Sophos and other proprietary applications.
* Handle calls and tickets from VIP users (VP and above).
* Review the open tickets on a daily basis and take appropriate action on them.
* Send outage notifications for enterprise level outages.
* Participate in daily, weekly and monthly review meetings with the team members and clients.

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| **Nov 2014– Oct 2015** | **3i-infotech Ltd** | **Chennai, TN** |

**Projects :** TransCentra, Kaiser EBPP support, J&B SaaS IMS support

**Designation :** System Engineer

**Role :** IT- Operation

**Responsibilities**

* Good Knowledge in troubleshooting email client like Lotus Notes and Outlook 2013.
* Creating and deleting user accounts in Active Directory.
* Worked with multiple accounts in Remote Infrastructure Management Services for US geography consisting of 4 teams (Service desk, Monitoring, Windows Support and Lotus Notes) with a total head count of 23 members.
* Installation,troubleshooting,technical support and administration Microsoft Windows XP,Windows7 and Win 8
* Good knowledge in Installation, troubleshooting and managing of print servers and network printers.
* Manage KPIs for all the services provided like ‘First call resolution (FCR)’, response and resolution time, resolution percentage, ticket closure percentage.
* Monitor and manage SLA for the accounts. Handling all kind of Desktop and Laptop issues through Remote support.
* Troubleshooting all kind of VPN issues (Cisco VPN)
* Troubleshooting and Servicing of all Pc Peripherals
* Software Installation, trouble-shooting setup issues based on software pre-requisites and registry database.
* Installation, Configuration and Trouble shooting, Scanners, Desktops and Laptops in the Network Environment.
* Address all issues within the tentative period. (I.e. within TAT) and adhere to SLA.

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| **Nov 2013– Nov 2014** | **Css Corp pvt,Ltd** | **Chennai, TN** |

**Project :** NETGEAR

**Role : Technical** Support Engineer-ITES

**Period**  : Nov 2013-Nov 2014

**Responsibilities**

* Consolidating the Quality Non Compliance Report of the team on a weekly basis and sharing the report across the team.
* Remote support for any type of software related issues.
* Monitor the calls and provide constructive feedback to the team members on a weekly basis and submit the report to the Team Leader.
* Supports all the net gear devices like modems, routers, switches, hubs, range extenders, access points, power line adapters, wireless adapters. Streaming devices like Push to TV’s and Neo TV’s.
* Provide telephone support of residential services for internet connectivity including dial-up, DSL and cable modem satellite and T1 connections.
* Emphasis on strong internal partnerships, brand recognition and a positive candidate experience.
* Highly flexible, diligent and solution oriented performer with excellent interpersonal skills and a eye for details, a penchant for challenging responsibilities and with a constant endeavor to deliver more than what is expected.
* Troubleshooting email for residential and business accounts including support of customer’s email program and company webmail system.
* Voice over IP solution, ensuring information is correctly entered into the system, troubleshooting of VoIP terminal adapters over the phone and through remote support.
* Provide technical troubleshooting steps for online , network, or any issues on the computer and third party devices like tablets, I phone, iPod, printer , smart TV, kindle, Mac book pro mini , chrome cast, blue ray player, Roku streaming player etc….

**Academic ChRonicle**

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| **Course** | **Year of completion** | **Name of the institution** | **Board/****University** | **Marks****% / CGPA** |
| BE ECE | April 2013 | T.J.S College of Engineering Chennai | Anna University (Chennai) | **7.5**(CGPA) |
| HSC | April 2009 | Nazareth Matriculation HigherSecondary school,Avadi, Chennai. | STATE BOARD | 89% |
| SSLC | April 2007 | Nazareth Matriculation Higher Secondary school, Avadi, Chennai. | STATE BOARD | 89% |

**Tools & applications**

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| **Category** | **software** | **Skill level** |
| OFFICE PRODUCTIVITY | MS - Word, Excel, PowerPoint, Project | Advanced |
| Splunk | Intermediate |
| ENTERPRISE IT INFRASTRUCTURE MANAGEMENT TOOLS | Active Directory | Intermediate |
| RSA Authentication | Intermediate |
| Cisco VPN Client | Advanced |
| Monitoring – Nagios, WhatsUp, SCOM, I-enable | Intermediate |
| Security – McAfee Virus Scan Enterprise with EPO | Intermediate |
| Encryption Software – Sophos | Intermediate |
| Remote desktop support– Radmin, Team viewer, Bomgaar | Advanced |
| Service Desk | Intermediate |

**Personal Information**

* **Date of Birth** :1st October 1991
* **Gender**  :Female
* **Marital Status** :Married
* **Languages Known** :English, Hindi, Malayalam and Tamil
* **Nationality** :Indian

**Declaration**

I hereby declare that the above furnished information is true to the best of my knowledge and I ensure the best contribution.

**Place: Chennai NIVEDHA**