**ResumE**

Santhoshy

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*Seeking challenging assignments as* ***Technical Support*** *in* ***IT Industry***

**PROFILE SUMMARY**

* A professional with 2.3 years of experience as a SharePoint Administrator
* Knowledge in installing, configuring, developing and administering WSS 3.0, Microsoft Office SharePoint Server 2010/2007 (MOSS 2007)
* Proficient in creating/managing sites and sites collection, site templates, Web Content Management (WCM), lists, document libraries, backup/restore and SharePoint standard search.
* Experienced in business interactions with clients, cross-team interaction, documentation, bug & issue fixing using SharePoint and related technologies
* A sense of urgency, commitment and focus on the right priorities to develop solutions in a timely fashion
* An effective communicator with technical, reasoning and analytical skills.
* Willing to learn new and advanced technologies

**PROFESSIONAL EXPERIENCE**

**SharePoint Administrator- Contract**

IBM India Pvt Ltd, **December 2013 to March 2016**

**Employer Name:** Artech Infosystems Pvt Ltd

**Project:** Legal & General (Insurance Company, UK)

**Worked Technologies:** Microsoft SharePoint, Microsoft Exchange, Active Directory

**Responsibilities:**

* + - Performing proactive morning health checks of the SharePoint, Exchange and AD servers on daily basis.
    - SharePoint administration jobs like troubleshooting SharePoint search issues, restoration of sites, site creation and resolving other SharePoint site related issues through calls/emails based upon the incidents created by the end user.
    - Resolving outlook related issues through calls/emails reported by the end user based upon priority.

**ACADEMIC PROFILE**

**B.E,** Electronics and Communication from Anna University, Chennai, with 82.8% in 2013

**TECHNICAL SKILLS**

1. Cross trained on the below mentioned technologies in the work area

|  |  |
| --- | --- |
| **Technology** | **Skill Level** |
| Microsoft SharePoint 2007, 2010 | Expert |
| Microsoft Exchange 2010 | Intermediate |
| Active Directory 2003, 2008 | Intermediate |

2. **Operating Systems:** MAC & WINDOWS

3. **Server Applications:** SharePoint2010, Microsoft Office SharePoint Server (MOSS) 2007, WSS 3.0

4.**Others:** Knowledge in Active Directory, MS Exchange, Remedy Ticketing Tool (Change Management, Incident Management, Problem Management), MS Office2007/2010 (Word, Excel, PowerPoint, Outlook).

**PERSONAL DOSSIER**

Date of Birth 10-01-1992

Gender Female

Religion Hindu

Nationality Indian

Marital Status Married

Known Languages English, Tamil

**DECLARATION**

I, **Santhoshy.,** do hereby solemnly declare that all the particulars furnished by me are true to the best of my knowledge