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| Sreenesh  [Sreenesh.347579@2freemail.com](mailto:Sreenesh.347579@2freemail.com) |
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**Objective:**

Seeking a challenging position to utilize my skills and creativity which offers professional growth while being innovative as well as resourceful and reap the double benefit of personal satisfaction.

**IT Skills:**

* Active Directory – AD management on Windows server 2003 and 2008
  + - User id creation, mapping user access, exchange and SIP creation
    - Adding user & workstation policies, Profile path sync / user access mapping
    - Password reset, exchange rules (Email forward and auto deletion policy)
    - ADSI.msi support for corporate user profile and network printer and MFD
    - Access Setup & Revocations
* Server Administration – Windows Server 2003 & 2008
* Virtualization – VMware, Citrix, VDI
* Ticketing Tool - HP Console, Service Desk Manager (HP)
* Antivirus support – McAfee, Symantec Endpoint Protection
* Client Operating System – Windows 2000, Windows XP & Windows 7
* Networking – Basic network support configuration on router and switching
* MS Tools – MS Outlook 2003, 2007 & 2010, Word, Excel, Power point, Access, Visio, Macro Support
* Exchange Support - Provide Access to Mailbox & checking policies
* Enterprise Vault – Searching for user policy set, Enabling the archiving for user profile & Generic mailbox
* Avaya CMS Supervisor – Call routing, VDN & IVR Skill set support and production report
* Dame Ware – Remote tool for shadow support
* Citrix Main Frame – Creating VDI sessions and mapping user sessions on Citrix Slim Client
* SCCM software deployment support via SCCM Client Centre & Configuration manager
* Unix – patch updates, Perform software installation, upgrades/patches, troubleshooting, and maintenance on UNIX servers

**Fields of Interest:**

* Server Support
* Networking
* Virtualization
* Exchange Support
* SCCM Client Center
* Unix

**Professional Experience:**

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| **Company** | **Tenure** | **Designation** |
| **Khemka & Co Pvt Ltd** | **April 2004 – September 2006** | **Office Assistant** |
| **Mphasis an HP Company** | **October 2006 – May 2012** | **Sr. Officer Schdlg & Capacity Plng- I** |
| ANZ Operations & Technology | **May 2012 to Till date** | **Support Analyst** |

**Career Highlights:**

**ANZ Operations & Technology – Australia and New Zealand Banking.**

* Worked in 6 different roles
* Started my profession in ANZ as a Service Desk Analyst
  + My duties were to provide basic frontline support
  + 1st level triage and escalating the incidents to 2nd level team
  + Providing assistance to users to fill request / submit request on behalf of users.
  + Password reset for web applications and domains.
* Post completion of 1st year with ANZ I was promoted as Sr. System Analyst
* My job role was to monitor the Incident Queue – Follow incident management
* Monitoring escalating mailbox for Incidents / Request
* Call back support for escalation
* 2nd level assistance – for Corporate and Branch Users
* Software and hardware support
* 2nd level troubleshooting for the incidents disqualified by Support teams
* Resolution of incidents relating to Windows Platform and other applications
* Supporting Infrastructure build activities (Host platform, Virtual machines, Windows, SCCM)
* Escalation point for all desktop and server related operational matters globally across ANZ as per agreed service levels
* Working closely with partner technology teams (Virtualization, Storage, Network and Security) to deliver best-of-breed customer service outcomes
* Provide system and network support which includes the maintenance/monitoring of servers
* Handle the incidents from the monitoring team such as response of alarm triggering
* Identify opportunities for incident reduction by addressing root cause to resolve
* Troubleshoot and resolve citrix application and VDI issues using the tools such as desktop director and desktop studio
* Troubleshoot the auto software installation and package replication issues using SCCM
* Ensure all knowledge documentation is shared with support team
* Create new documentation within knowledge bases to ensure that new technologies, systems and processes are well understood and information is shared
* Pass the incidents to the next level team if further support required.
* Resolving Exchange related issues
* SCCM software deployment support via SCCM Client Centre & Configuration manager
* Participated in on-call rotation to provide 24×7 technical support
* Participate in root-cause analysis of recurring issues, system backup, and security setup.
* I’ve been awarded for best performer every year
* I’ve been rewarded for extra miler and Quality Champ
* Received award from GM for the support provided Involving Process Transition and Knowledge Management
* Acting Tech Lead / Team Lead
* Worked in this profile for a tenure of 2 years while serving as Sr. System analyst
* Involved in providing technical trainings for fresher’s and coaching for staff’s lacking product knowledge
* Worked on Trainee Trainer Program
* Took over the migration for exchange 2010
* Worked on Process Transition for NZ to Migrate to Global Support
* On-call support
* Guidance provided to team members for handling calls and reducing the AHT
* Monitoring call volume
* Creating roster for team
* Moved to onsite – Philippines for setting up the Technology hub – involved knowledge transfer setting up the systems for analyst. Rebuilding the old machines to windows 7. Performed Rebuild for approximate 51 successful machines with the required packages in a 3 days.
* Deployment of software – failed on manual installation
* SCCM Client support for Global Machines
* Acting Quality Lead
* This role was a temporary role to support / backfill the team member
* Effective monitoring of escalation calls
* Live call monitoring for analyst who need coaching / New Joiners
* Feedback for analyst – Monthly / Failed calls
* Acting Process Lead
* Worked in this profile for a term of 6 months
* Set up the new process and guidelines for frontline assist
* Created support document
* Created knowledge articles
* Supported Transition management to create process documents for all Transitions took place in the span of 6 months
* Validated the outdated and non-supportive documents and removed them to reduce the search turnaround time in Knowledge base
* Created knowledge base based on SharePoint for known issues for quick references
* Created outage tracker to identify and minimize the parent number of tickets been logged

* Support Analyst / Infrastructure/Systems Engineer
* Offline & Online Unix server monitoring
* Offline & Online Unix server monitoring
* Unix Health Check – for system maintenance
* Patch updates for Unix – Policy updates
* Hands on experience of OAAM, OAM, IDM
* Change Management, Problem Management, Recovery Management
* OVD / OID deployment – support for UUID details
* Configuration of user account via OID/OVD
* Participating in Problem management calls / Recovery Management support
* Creating and performing the Change as and when support required
* On call support
* Generating AWR Reports and taking heap dumps to receive support from External Vendors (Unix)
* OEM tool support
* Download and configuring web console
* Manual unix directory string change
* Storage support

**Mphasis an HP Company:**

* Worked in MphasiS BPO as a Sr. Officer Schdlg & Capacity Plng- I
* Validating MIS reports which helps the organization to meet client expectations.
* Managing service levels for the process in terms of ticket and call flow.
* Create and maintain formal procedures for increasing productivity.
* Motivating the floor by organizing fun filled activities.
* Responsible for compliance and ISO.
* Responsible for Information security and client information is not revealed outside.
* Supporting client’s whenever there is an application/software release or upgrade.
* Report any critical network failure or an application downtime at client’s site by creating a service request and contact the onshore priority management team.
* Coordinating with the management to maintain their access to client applications.
* Roll out client updates.
* Monitoring the call queue & assigning agents to the queue depending on the call flow.
* Real time monitoring of call routing activity by queue & Service Manager Ticket buckets. Analyze anomalies that affect queues and sites for various issues (telephony, schedule adherence etc.). Manage call volumes and analyze call volume trends regularly. Effectively handle seating issues to manage numbers effectively.
* Co-ordinate with Transport Authorities to ensure on time transport for all process employees availing transport.
* To ensure that agents stick to their scheduled breaks. Facilitate Team Meetings, PKT's, Coaching, One-on-One's in accordance with the call volumes and ensuring that it is completed within the time lines specified.
* Investigate, analyze and resolve (when appropriate) outages / issues (either directly or by follow up) and communicate said information to the appropriate parties. Escalate real time events through appropriate channels. Follow the outage handling process/escalation matrix / technical issues with systems while reporting & timely updates to Management / Client.
* Supporting the production team on calls.
* Adding and removing desktop and laptop hostname’s from OU using active directory administration tool.
* Adding the user in specified distribution list with the approval of their relevant business head.
* Providing a level of access for the user on their team share folder’s and drive.
* Gathered a team for successful windows 7 migration for entire 400+ desktop and laptop’s.
* Supporting user on-site, remote login and on phone.
* Handing L2 support troubleshooting and successful resolving skill within the SLA.
* Troubleshooting the issue for VIP user with high priority and providing them a best level of service.
* Managing Asset and Vendor details for Desktop, Laptop, Server and Network Devices.
* Coordinating with HR Team for Disabling User Accounts and E-Mail ID in User Exit formalities.
* Administration of Active directory
* Administration of Active Directory by managing users and delegating the permission to the users and groups.
* Responsible of taking pix fire wall log, proxy log and Kaspersky antivirus client updates, server updates and virus logs.
* Responsible of taking backup of different servers at specific time interval and checking the scheduled backups.
* Configuration and Troubleshooting of Microsoft Outlook
* Configuring and maintaining Network and Shared Printers
* Involvement in Implementing, Configuring, administrating, Optimizing and troubleshooting of the IT infrastructure services like Active Directory, DNS, DHCP etc.

**Khemka & Co Agencies Pvt Ltd:**

Worked as an Office assistant managing office duties such as attending client meetings

Support document creation for tender submission

**Academic Credentials:**

* B.com Graduate from C V Raman University
* 12th Passed from Santa Cruz College, Fort Cochin, Kerala
* 10th Passed from T.D.H.S Mattancherry, Kerala.

**Hobbies:**

* Reading books
* Travelling
* Cooking

**Extracurricular activities:**

* Participation in Cricket Tournaments in School and College Level
* Participation in badminton tournaments in collage level
* Organized many programmes in schools and college

**Technical Course:**

* SCCM Client Centre
* VMWare
* Citrix
* SAN
* MCITP
* ITIL Foundation course

Declaration:

I hereby declare that the above mentioned information is correct to my knowledge and I bear the responsibility for the correctness of the above mentioned information.