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ANKITA

**OBJECTIVE:** To be associated with an organization that provides me an opportunity to show my skills and to improve my knowledge spectrum. I want to be an imperative member of a team that works dynamically towards growth of an organization.

**AREA OF EXPERTIZE:**

**Operating Systems:** Windows XP/Vista/7,Unix, HP-UX, Linux- Redhat, SUSE

**Applications:** MS Office, Outlook

**Ticketing tool:** ServiceNow

**Domain Knowledge:** AD, DNS, DHCP, DFS, LDAP

**PROFESSIONAL SUMMARY:**

* A very motivated proactive IT professional with 3.5-year industry experience in Networking, Account management, Active Directory and as an Unix/Linux administrator.
* Hands on work experience on core technical Networking, AD, Unix/Linux troubleshooting and MS office
* Strong skill set to identify possible root cause of the defect that has occurred and prioritize different issues which may arise during troubleshooting.
* Experience in working as a team leader and handling team reports, taking on client meeting etc.
* Helped mentoring team mates, both formally and informally, on team processes and application features/technologies, which resulted in increased productivity for the team.
* Good Analytical, Problem Solving and Communication skills.
* Curious to work and learn new technology.

**PROFESSIONAL EXPERIENCE:**

**Company:** HCL Technologies Ltd.(SEZ)

**Location:** Noida, India

**Designation:** Analyst

**Duration:** 11/2013 to 03/2017

**PROJECTS at HCL Technologies Ltd.:**

**# Project 1:**

**Title:** ACTIVE DIRECTORY

**Platform:** Active Directory

**Role:** Project Engineer

**Role in Project:**

* Worked on AD-DRA related issues.
* Worked on DFS troubleshooting.
* Worked on LDAP related issues.

**# Project 2:**

**Title:** AFRAX/ JJEDS/ IDMS

**Platform:** DBMS

**Language:** SQL queries

**Role:** Project Engineer

**Role in Project:**

**-** Responsible as a SPOC for the team. Handling of team reports and taking on client presentations (for sharing reports with them)

**-** Mentoring team members with applications,processes,

Technologies, and also making sure that the tickects are completed with the provided SLA and there is no non-compliance.

* Adding the users to pre-defined groups via tool as per their role.
* Good knowledge of ITIL process.
* Responsible for submitting MOM, SOP for client.
* Working on Incidents, Service requests (tasks).
* Working knowledge on ticketing tool like ServiceNow.

**#Project 3:**

**Title:** Unix/Linux administrator

**Role:** Project Engineer

**Role in Project:**

* System Administration of more than 3000 servers (Unix, HP-UX, Linux servers Red Hat, SUSE)
* Working on Incidents, Service requests (tasks) and change requests
* Creating volumes and managing file systems (creating or increasing filesystem)
* Monitoring Disk, CPU, Memory and Network performance.
* Working on NFS or NAS issues like mount problems or mounting
* Editing configuration and other files using editors like vi
* Providing Pseudo access to the users and configuring aliases.
* Remote server Administration and troubleshooting in Linux and Unix.
* Managed users, groups, and ftp accounts, permissions and security for clients.
* Managing and resolving server and user level issues.

**ACADEMICS:**

Bachelor of Technology in Electronics &Instrumentation, from Amity School of Engineering and Technology, Amity University, Noida Campus, India. Duration: 08/2009 to 06/2013

CGPA Score: 8.76

**PERSONAL DETAILS:**

**Date of birth:** 31.08.1990

**Marital status:** Single

**Hobbies:** Sports & travelling

**Strengths**: Determined, sincere, disciplined

**Languages known:** English, Hindi & German (elementary)

All the above statements & information are true and best to my knowledge.

**Place:** Dubai, UAE ANKITA