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 **Smita**

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**Curriculum Vitae**

**Sr. System Engineer**

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| PROFESSIONAL EXPERIENCE |

* Worked as Senior System Engineer in Atos, Bangalore since Oct 2016.
* Worked as Service Engineer in Microland, Bangalore from June 2014 to Sept 2016 .
* Clients : Microland ltd, Weiden +kennedy, FGIC, Alliance Data, Schneider Electric.

**Professional Certification:**

* **70-341: Core Solutions of Microsoft Exchange Server 2013**

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| Role & Responsibilities: |

* Have good knowledge on Exchange 2010, 2013 servers and their roles.
* Installation and decommission of the exchange servers.
* Handling Mail routing issues and NDRs
* Able to analyze mail Headers
* Handled Mail tracking on Exchange & Iron Port
* Creation, deletion, modification of DLs, mailboxes, contacts.
* Creation of Users in Lync Server 2013
* Creation, Deletion & OTA Pin reset of Handhelds in GMC-Good Mobile.
* Creation of users in Lotus Dominos, Google Apps
* Experience in troubleshooting Mail flow issues, Mail tracking, Outlook 2010 issues.

Key Areas

* Microsoft Exchange: Troubleshooting and administration of Microsoft Exchange servers 2003,2010, 2013 and O365.
* Planning and implementing movement of mailboxes from one mailbox database to another.
* Database Analysis on a periodic basis to ensure that the Database Health is maintained.
* Monitoring and troubleshooting mail flow issues.
* Day to Day Operations including checklists in order to monitor Exchange Server’s Health and performance.
* Client end support:
* Supporting client end issues like Outlook issue (Setup, connectivity, Calendar and mail flow issue)
* Managing Activesync including setup of Activesync and troubleshooting device end issues.
* Managing GMC good mobile and mobile devices in Google Apps.
* Blackberry 4.1.6 server and 5.0 servers:
* User account management and creation
* Enterprise Activation, Handheld Wipe out, synchronization using Blackberry Desktop Manager.
* Administration of Cisco Iron Port Appliance (C150 and C650) for Email Security:
* Creation of Incoming and Outgoing Mail Policies and filters, Message tracing, Releasing business critical emails from quarantine.

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| REWARDS AND RECOGNITION |

* Received “CORE VALUE – TEAMWORK” award in the month of May 2015 for our wonderful teamwork and the best team which we ever had
* Received “MASTER FLEET” award in the month of May 2015 for the team successfully managed to meet customer expectations and got the ticket queue depth to below 500. This was well received and appreciated by the top management.
* Received “SPARK” award in the month July 2015 for taking up new responsibilities is doing exceedingly well in these. Good work.
* Received “GEM-GONE THE EXTRA MILE” award in the month December2014 for being a splendid team player and has received accolades from Client
* Received “MASTER FLEET” award in the month July 2014 for effective queue management and customer satisfaction
* Received “CORE VALUE – TEAMWORK” award in the month of June 2016 for outstanding contribution to closure of De Install tickets
* Received “KUDOS” award in the month February 2016for good job done and to support, continue the same and win more awards

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| **Troubleshooting & Management** |

Microsoft Exchange 2003, 2010, 2013 and office 365:

* New mailbox creation and Distribution List creation
* Mailbox Reconnect to new ID
* Configuring forwarding options
* Add\Remove Users to Group Mailboxes
* Granting Send on behalf of users
* Installation of security patches and rebooting the server
* Add\Remove Users to Group Mailbox with Send As permissions
* Creating Distribution Groups(Static/Dynamic),Security groups
* Remove Duplicated Mailboxes
* Monthly sever patching. Installation of security patches on the exchange servers.
* Basic L1 level DAG troubleshooting
* Email Tracking and troubleshooting.
* Analyzing of SPAM Emails and message headers
* Extraction of reports from AD.

**Educational Qualifications:**

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| **COURSE** | **INSTITUTION** | **PASSING** | **UNIVERSITY** | **% OF MARKS** |
| BE(ECE) | New Horizon College of Engineering | 2010-2014 | VTU | 65.1%(till 8th semester) |
| INTERMEDIATE | D.A.V Public school (Bariatu) | 2010 | CBSE | 75.54% |
| MATRICULATION | St. Anthony’s School | 2008 | ICSE | 78.5% |

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

Place: Dubai ***(Smita)***