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| **resume** |

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Sreeja

Junior Systems Analyst  : sreeja.370671@2freemail.com

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| Professional Profile |
| * Good hands on experience in installation & administration of Windows infrastructure.
* Good knowledge in Windows 8; Windows 7; Windows Server 2008 R2; Windows Server 2012,
* Active Directory Services; Active Directory Group Policy Objects (GPO); Group Policy Management Console (GPMC); DHCP and DNS.
* SCCM 2012 for Microsoft Patching & CM Clients form Client system remote access.

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| **Microsoft Servers** | MicrosoftWindows 2008 R2, Windows 2012 |
| **Ticketing Tool**  | Service Now, Manage Engine IT 360 |
| **Hardware** | Intel, HP ProLiant DL380, Dell PowerEdge and others. |
| **Networking** | TCP/IP; Routers; Switches; Modems; Hubs and Bridges. |

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| Professional Accomplishments |
| * **MCSE** Windows Server 2012 Active Directory Configuration (70-640).
* **MCP** Microsoft Certified Professional.
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| Education |
| Bachelor of Computer Applications March 2005 - University of Bharathiyar, India**Professional Experience Summary****Total Experience:** 2.8 Years

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| **Company** | **Positions / Roles** | **From** | **To** |
| India Options Software Private Limited | Junior System Analyst | 1st June 2015 | 4thJune 2016 |
| Wysheid, Bangalore | IT Support | 20th December 2011 | 22nd March 2013 |

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| **Job Description:*** Creating User accounts, Security Groups, providing shared folder access, Application access through Active Directory.
* L1 administration of Exchange 2013 infrastructure (Creating Email IDs, DL, Meeting room booking etc.)
* Active directory user access management and administration
* Performed day-to-day administration functions, backup and restoration, file server maintenance.
* Implemented Group Policy, delegation strategies and OU structure (Printer deployment for branch users in different locations).
* Microsoft Patching for Windows Client workstations (SCCM/WSUS)
* Maintaining Hardware/Software inventory of the organization.
* Installation & Administration of windows 2008R2 & Windows 2012 server infrastructure.
* Provide investigation, diagnosis, resolution and recovery for hardware/software problems. When unable to resolve, escalate to second or third level in accordance with ITIL escalation standards.
* Maintain overall ownership of user’s issue & service ensuring that they receive resolution within a reasonable timeframe.
* Record incident resolutions in the Ticketing tool (Manage Engine IT360).
* Installation and troubleshooting of software related problems.
* Performed hands-on administration, monitoring, and troubleshooting of Local Area network (LAN).
* Troubleshooting Internet, Printer and file sharing issues.
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**personal details**

Name : Sreeja

Date of Birth : 25th May 1984

Sex : Female

Marital Status : Married

Visa Status : Residential Visa (Valid till 2018 June)

Nationality : Indian

Language Known : English, Malayalam, Hindi, Kannada.

I hereby declare that the details given above are true to the best of my knowledge and belief.

Place: Sharjah

Date: 27-06-2017  **Sreeja**