|  |
| --- |
| **resume** |

Sample Logo****

Sreeja

Junior Systems Analyst C:\Users\KrisSu\Desktop\mail-symbol.png : [sreeja.370671@2freemail.com](mailto: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.  |  |  | | --- | --- | | **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. | |
| Professional Accomplishments |
| * **MCSE** Windows Server 2012 Active Directory Configuration (70-640). * **MCP** Microsoft Certified Professional. |
| Education |
| Bachelor of Computer Applications March 2005 - University of Bharathiyar, India  **Professional Experience Summary**  **Total Experience:** 2.8 Years   |  |  |  |  | | --- | --- | --- | --- | | **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 | |  |
| **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. |

**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**