**RIYA**

•**Email:** riya-394966@2freemail.com



**SEEKING ASSIGNMENTS AS TECHNICAL SUPPORT ENGINEER**



**EXECUTIVE SUMMARY**



* **Technical support engineer with 3 years** of experience in technical support, Applicationsupport, Desktop Support and networking infrastructure*.*
* Focused, Result-oriented, Analytical skilled Professional with strong experience in administration, customization and implementation.
* Experienced in designing, deploying Applications and upgrading systems, including hardware, software, networks, databases, servers and peripheral equipment.
* Possess comprehensive experience in configuring, optimizing and troubleshooting of Windows, Linux servers and the Networking setups**.**
* Maintained and managed the 24\*7 production environments of the multiple projects with high success.

**Core Competencies:**



Application support • Desktop Administration • Service Now• MS Outlook • End User Documentation

* Project Management • Remote Support • Leadership Programs • Team Management

**KEY PROJECT HIGHLIGHTS**

**Analyst (USA)**

* Providing end to end resolution to the issues faced by the client.
* Diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues.
* Partnered with Tier II and Tier III help desk peers based in the US and India to resolve complex problems that required escalation.
* Providing IT Support to the customers through the process of ITIL.
* Assisting with the Active Directory, Citrix Login & LDAP Credentials.
* Providing troubleshooting steps for Microsoft Outlook 2013 for connection issues and login issue for Skype for Business Advanced.
* Have a great knowledge about interaction with clients through calls, or through chats, or through the web-based tickets.
* Administration of Monitoring tools: SCOM, SOLARWINDS and SCIENCE LOGIC
* Responsible for all System Center Operations Manager (SCOM) applications and Infrastructure.
* Subject matter expert on Enterprise class monitoring systems including System Center Operations Manager.
* Designed and Implemented SCOM 2012 environment with multiple management groups monitoring over 10,000 servers and devices.
* Upgraded SCOM 2012 R2 to SCOM 2016 and provided maintenance for SCOM R2 Infrastructure.
* Implemented Unified dashboard solution using Squared up for System Center Operations Manager.
* Implemented and configured standard Microsoft Management Packs: Active Directory, SharePoint, Lync, Exchange, SCCM, IIS, SQL, Forefront and Windows Server.
* Implemented and configured 3rd party Management Packs
* Follow ITIL framework & practices - Incident, Problem and Change Management via Remedy and Service-Now IT Service Management Suite.
* Familiar with Active Directory (AD), DNS, WINS and DHCP.
* Familiar with Citrix XenApp and XenServer Monitoring and Basic Administration.
* Basic understanding of PowerShell, WMI and SQL Queries.
* Evaluate new and existing technologies and provide recommendations for monitoring and enhancements.
* Implemented improvement procedures on Microsoft SCOM based systems.
* Formulated custom reports via SQL server Reporting tools.

**SOLARWINDS**

* Audit existing SolarWinds implementation and suggest areas for improvement in addition to training and directing client personal in the configuration, management, and use of NPM, NTA, SAM, and WPM.
* Design Custom Properties solution to allow for more granular monitoring, alerting, and reporting.
* Design Groups and Dependencies to streamline monitoring and alerting.
* Configure standard SAM based monitoring in support of clients Linux based e-Commerce system.
* Develop custom SAM templates using PowerShell and SQL queries to implement monitoring of non-standard systems. Including 3rd party databases, internal and COTS based applications, and Windows based operating systems.
* To add and manage the network devices/data devices as per the client requirement.
* Review, update, and create network monitoring policies and procedural documentation.
* Manage SolarWinds NPM, WPM monitoring services and nodes.

**SCIENCE LOGIC (EM7 Module)**

* Addition and removal of the monitoring devices.
* Administration of devices.
* Monitoring of UNIX, LINUX and SQL/ Database devices.



**TECHNICAL SKILLS**

**Operating Systems**:

**Mail Servers:**

**Ticketing tool:**

**Email Clients:**

**IT Certification:**

Red Hat, Windows Server 2003, 2008, XP, 7



MS Exchange

Remedy, Service now

MS Outlook

ITIL, Incident Management



**CAREER CONTOUR**

**Analyst**

**Jul 2016 – Aug 2019**

**Key Deliverables:**

* Providing IT Support to the customers through the process of ITIL.
* Working within the defined SLA parameters to help efficiently the users regarding the issue.
* Assisting with the Active Directory, Citrix Login & LDAP Credentials.
* Providing troubleshooting steps for Microsoft Outlook 2013 for connection issues and login issue for Skype for Business Advanced.
* Working with the Knowledge Management team to provide the latest and the best ways to the clients to resolve the issues in more convenient way.
* Have a great knowledge about interaction with clients through calls, or through chats, or through the web-based tickets.
* Have a great knowledge about the other teams that work under the process of ITIL, I.e. Incident Management, Change Management and Problem Management etc.
* Creating tickets on Service Now for every interaction with the clients and help resolving the tickets.
* Working with in supporting Windows 2008, 2012 Server environment.
* Monitoring the Severity alerts/Tickets and working with the client till resolution.
* Triaging tickets to the proper queue with all information required to process ticket before reporting issue.
* Providing end to end resolution to the issues faced by the client.
* Providing user training, support and feedback.



**ACADEMICS CREDENTIALS**

**Bachelor of Engineering in Electronics and Communication Engineering from CCET, Bhilai. 2012-2016 Hands on training in ITIL Infrastructure**



**Date of Birth:**

**References:**

**29th of August 1994**

**Available on Request**