

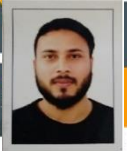
Sandeepa R



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Microsoft Certified Solution Expert and accomplished Technical Support Engineer offering over 10 years of experience in Project Management, System Administration, Office 365/ Azure Services/Acronis Cloud Backup, Veeam Backup, IT Operations Management, Technical Support and delivering support to Help Desk Users /Desktop Users



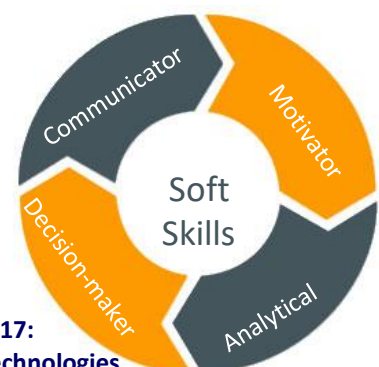
Executive Profile

- ▶ A technocrat with hands-on experience in **managing 24*7 Desktop administration** encompassing installation & configuration, back-up & recovery and maintenance and upgrade of **networks, operating systems, applications and servers**
- ▶ Recognised for delivering a **high-quality customer experience**, elevated customer satisfaction, while adhering to the SLAs & work processes
- ▶ Core expertise in **installation, preventive maintenance, improvement and systems integration** of software & hardware; skilled in spearheading **PC repair activities** and eliminating **virus, spyware & malware**
- ▶ Possess in-depth understanding of **Microsoft Windows 2016 Domain Controllers, ADC, DHCP, DNS, server & Terminal Services, OSI model, TCP/IP protocol**
- ▶ **Worked with a diverse set of stakeholders** (business units, functional groups, consultants, vendors, external agencies) on matters relating to systems for **establishing, implementing & improving Network Security Management System**
- ▶ **Track record of directing corporate IT initiatives** while participating in planning, root cause analysis and implementation of solutions for various **system and networking issues**
- ▶ **An effective leader** with capabilities in motivating teams and maintaining deliverables as per the defined guidelines along with elevating service standards for **operational excellence**

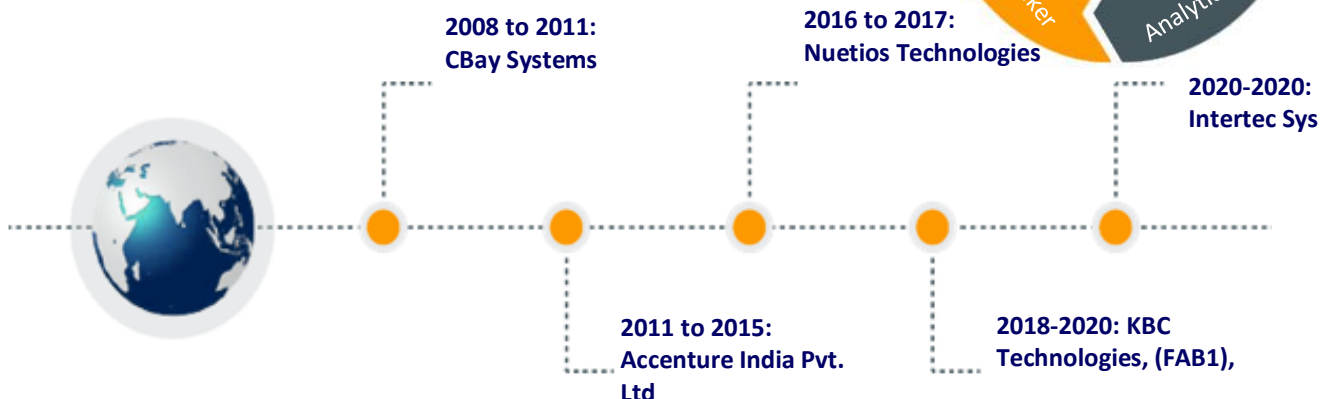
Key Impact Areas

<i>Business/ Operational Excellence</i>	<i>Network Operations/ Configuration & Installation</i>
<i>Troubleshooting and Conflict Resolution</i>	<i>System Restoration/ Desktop Support</i>
<i>Escalation Management / Client Servicing</i>	<i>Team Building & Structuring</i>
<i>24x7 Production Support</i>	<i>Incident, Problem & Change Management</i>
<i>Documentation & Reporting</i>	<i>SLA Management & Governance</i>

Soft Skills



Career Timeline



Education & Certifications

- ▶ 2013: **B.Com.** from Shridhar University, Pilani

Certifications

- **Microsoft Certified Solution Expert (MCSE):** (Installing and Configuring Windows Server 2012, Implementing an Advanced Server Infrastructure, Designing and Implementing a Server Infrastructure, Configuring Advanced Windows Server Services 2012, Administering Windows Server 2012)
- **Jetking Certified A+ and N+, 2007**

Professional Experience

Nov'20 to Till now : Geekz IT Solutions, Dubai as (Technical Support Engineer)

- Installing Windows Servers 2016 and configuring as per clients requirements.
- Taking backup of all servers and databases using Acronis and veeam Backup service.
- Creating user accounts in **AZURE** and managing it.
- Migrating mailboxes from on premises exchange to **Office 365**.
- Creating and configuring email accounts in **Office 365**.
- Installing and configuring HPE 2050 storage.
- **Hyper-v and Vsphere** installation and configuration.
- **Trendmicro** Installation and configuration.
- **Creating virtual machines and do testing using AZURE portal and VMWARE.**

Feb'20 to May'20: Intertec Sys, Dubai as TSE (Technical Support Engineer)

Key Result Areas:

- Reviewed and made recommendations on **Technical Support & System Administration practice** and ensured uninterrupted productivity, maximum uptime & quality delivery
- Provided **installation & configuration support for hospital devices** like 2d and 3d bar code scanners, label printers, Wrist band printers
- Created **service requests for installing network port; patched data port** for enabling network socket with the help of Network Team
- Established **healthy relations with internal & external stakeholders and vendors** to provide support for various issues; Coordinated with vendors for replacing devices which under warranty.
- Repaired or exchanged **devices parts like HDD, SSD and memory cards** from defective systems to make the system up
- Supported **trolley and wall-mounted PC's**
- Rebuild and prepare laptops for new Employees

Previous Experience

May'18 to Jan'20: KBC Technologies, (FAB1), Abu Dhabi as IT Domain Migration Support

Key Result Areas:

- Supervised the migration of all the **systems and mailbox to new domain**
- Provided **support to all migrated users** like desktop issues, application issues and printer issues
- Configured outlook and PC; resolved **application issues** with the help of concerned team
- Offered phone & chat support as well as remote support through SCCM
- Installation of SCCM client, Account Unlock, Prepare OS images as per standards
- Adding machines to the domain, Applications Installations & User Configuration
- Imaging the Computers with USB or PXE
- Replace Access Points and Troubleshoot WiFi issue under guidance
- Install Encryption (Bitlocker) on Corporate Devices and adhere to policy
- Do not take any major decision without prior approval from Supervisor
- Flexible to work on ad-hoc requests or incidents during out of hours and some times during weekend
- Basic Understanding of Switch, Router and Patch Panel
- Fix cables that have come out, support offshore team to work as hands and feet at branches server room/offices
- Follow-up on resolution of the previous tickets assigned to the various IT teams
- Troubleshooting and resolving end user's issues via phone or remote session

Jan'16 to Feb'17: Nuetios Technologies, Kerala as Technical Support Engineer

Key Result Areas:

- Managed **troubleshooting of desktop, laptop and printers**
- Resolved **LAN connectivity issues** and Motherboard issues
- Participated in customer meetings for escalated issues to provide faster resolution
- Managed and supported all systems used to keep business running.
- Co-ordinate with vendor for vendor related issues and resolve it in timely manner.

Mar'11 to Dec'15: Accenture India Pvt. Ltd., Bangalore as IT Operation Associate

Key Result Areas:

- Managed system administration functions including monitoring system performance and installing software
- Led outlook configuration activities and resolved active directory issues; installed & troubleshooted printers
- Responsible for prioritization, problem solving, supporting resource management, communication and risk management within assigned projects.
- Discussed & resolved major outages & ongoing issues
- Handled active directory domain services on a server and created users, Group objects and OU's management.
- Outlook Email configuration, Data Backup and restoration.
- Troubleshooting and resolving end user's issues via phone or remote session
- Coordinate with HR department to modify any of the user account information.

Feb'08 to Mar'11: CBay Systems, Bangalore as System Administrator

Key Result Areas:

- Acted as **User Administrator (setup and maintaining account)** and maintained office systems
- Implemented **security systems for the users** based on the organizational policy
- Documented tasks**, downloaded and uploaded files through FTP
- Arrange repair for hardware in occasion of hardware failure
- Resolve related issues and close the logged trouble tickets in timely manner.
- Co-ordinate with vendor through phone or mail for warranty related issues as well as out of warranty issues of software and hardware.
- Keep on tracking and following up the issues until it resolved.
- Creation of user accounts based on service request using active directory and guide them to log in to the system.

IT Skills

- Operating System:** Windows XP, Windows 7, Windows 10, MS-DOS Tools, BMS Remedy tool, Logmein, HP manager, Ivanti, Putty, PRTG Monitor, Networking Computer Networks and TCP/IP Protocols like ADS, DNS and DHCP, Http and FTP Server OS 2012, 2016 Exchange Server 2013 and 2016



Personal Details

Date of Birth: 8th July 1986/ **Languages Known:** English, Hindi, Malayalam, Kannada, Tamil

Marital Status: Married

Address: Building #977, Room 302 Muweilah, Sharjah

Target Location: UAE