




AKSHAYA S

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 Madurai, TN, India

PROFESSIONAL SUMMARY

Windows administrator with over 3 years of hands-on and multi-tasking experience, adept at handling multiple system operations, including installation, upgrade, configuration, administration and maintenance of windows systems. *Google Associate Cloud Engineer Certified.*

SKILLS

- Good Knowledge of Windows, Vmware, AD, SCOM & SCCM
- Basic Hands on Experience on Linux/Unix
- Excellent troubleshooting and problem solving skills
- Excellent communication skills, written & verbal
- Self-motivated team player, with time management skills

EDUCATION

- M.C.A. – Pursuing
Madurai Kamaraj University
- B. A. English
2017 – 2020
Madurai Kamaraj University
- HSC – 84%
2016 – 2017
Fusco's Hr. Sec. School.
- SSLC – 96%
2014 – 2015
O.C.P.M. Girls Hr. Sec. School

CERTIFICATIONS

- Google – Associate Cloud Engineer

WINDOWS ADMINISTRATOR

- I have over 3 years working experience in windows server administrator role in a large scale organization
- Experience in Microsoft Windows Server Administration include Server 2008, 2012, 2016 and 2019 operating systems.
- Apply security patches on servers
- Identified and resolved problems through root cause analysis and research.
- Assist customers by diagnosing problems and providing resolutions for technical and server issues
- Monitor system performance, configuration and alerts
- Install and upgrade Windows OS/Softwares
- Perform server related regular operational tasks
- Manage and maintain Windows servers in the customer data centers
- Hands-on experience in SCCM Patch deployment and troubleshooting skills of patch failures in client machines.
- Worked with Dell/HP for Hardware related issues.
- Provide regular verbal and written communication with business partners and other support teams to clarify details of incidents or service requests to maintain production stability and meet established SLA's

TRAININGS & PROGRAMS

- TechBee Program
2017 - 2018
HCL Technologies
- Windows + Vmware L2
- Attended Training in KOENIG for
*Microsoft Information Protection
Administrator SC 400*
- Completed TCS iON Career Edge -
Young Professional course

SKILL SOFT COURSES

Completed below listed courses in Percipio.

- ITIL
- Cloud Core Concepts
- AWS Core Concepts
- SCCM Administration

PERSONAL INFORMATION

D.O.B. – 23/11/1999

Gender – Female

Nationality – Indian

INTERESTS & HOBBIES

- Learning New Languages
- Listening to songs
- Drawing

LANGUAGES

- Tamil
- English

WORK EXPERIENCE

HCL Technologies

Client - Becton Dickinson

07/07/2021 - Current

WINTEL - INFRASTRUCTURE ADMINISTRATOR

- Supporting and managing Windows server OS from 2003 to 2019.
- Creating New virtual Machine via Template
- Worked on Server Decommission tasks.
- Experience with server management in a global enterprise environment
- Performance and capacity management on Windows servers

Client - FedEx

20/06/2019- 06/07/2021

WINDOWS SERVER ADMINISTRATOR L2

- Handled daily technical support activities on Windows servers.
- Handled Task, Incident and Changes
- Troubleshooting and managing Windows Server (OS version - 2008, 2012, 2016, 2019)
- Supporting Users on both hardware and Software applications
- Provide solution(s)/work around(s) to incidents and Problems
- Windows server Monthly patching & Troubleshooting skills of patch failures in client machines
- Monitoring System Activities like CPU, Memory, Disk and Swap space usage to avoid any performance issues
- Disk/Memory/CPU Expansion
- Hardware issue worked with Dell/HP
- Server reboot(Physical/Virtual)
- Windows OS Patching, Driver and firmware updates
- Server Build & Server rebuilt
- Adding/Nesting Local admin group
- Worked on Decommission post check
- VMtools installation
- CSR/PFX creation
- Software installation
- Server Troubleshooting and RCA
- Install, Setup, configure and support Wintel based environment for global client.
- Good Knowledge of user and group permissions

TOOLS

- Service Now
- PDSM
- IRIS
- VE-Self Service

Client - Johnson & Johnson

05/07/2018- 20/06/2019

RHYTHM

- Worked on Printer related task like driver installation, Print queue creation and Modification
- Worked on server Performance issues like Disk/Memory/CPU
- Worked with Dell/HP for Hardware failure issues
- Windows Server troubleshooting and reboot activity
- Worked on Manual Patch installation
- Hands on experience on Linux/Unix performance alerts
- Worked on Netbackup basic alerts
- Monitoring alerts and routing tickets
- Expansion & Adding new disk to the windows servers
- Implementing Online/offline Hardware replacement change
- Given KT to new joiners and managed shift

HCL TECHBEE PROGRAM

2017 - 2018

- Learned Fundamentals of Information technology, relevant software tools and processes.
- Learned below mentioned programming Languages and had Hands on experience via Lab
- Python
- C
- C++
- Java
- SQL
- Oracle
- Technical Knowledge and Soft Skills

DECLARATION

I hereby declare that the above information furnished is true to the best of my knowledge and belief.

Date::

Place :: Madurai

Akshaya S. (Signature)

