

Objective

Looking for a challenging position as a Windows Administrator that would increase Business productivity of the organization & in turn enhance my skills & competency.

Profile Summary

- 3.8+ Years of industry experience in the area of **Windows Administrator** with good knowledge of installation and configuration windows servers, provide technical support and guidance, perform system maintenance, monitor system performance, create system backups, maintain system security.
- Worked with Wipro Technologies.
- Ability to translate technical issues into understandable business language for end users.
- Constantly maintaining a positive attitude while interacting with demanding clients and providing detailed resolution.
- Researched, resolved and followed up the client issues. Assisted clients with all the technical issues via telephone, email, IM.
- Provided real-time support to users with issues related to virtual private network, Citrix, WebEx issues, Active Directory, Network issues, Remote connection issues, Admin controls, MS office 2010 and O365, IM, Software Installation, Share Point, One-Drive, Lotus Notes, Printer issues, McAfee.
- Responsible for maintaining the SLA for resolving all the incidents. Monitoring the daily loads and taking remediating actions during failure.

Education Qualification

Examination	Year	University/Board	Percentage
M.C.A.	2015	Gujarat Technological University	79.70%
B.C.A.	2013	Veer Narmad South Gujarat University	77.50%
H.S.C.	2010	Gujarat Secondary And Higher Secondary Education Board, Gandhinagar	74.86%
S.S.C.	2008	Gujarat Secondary And Higher Secondary Education Board, Gandhinagar	79.38%

Company Details and Positions

Windows Administrator at Wipro Technologies,

Pune, Maharashtra,

January 2017 - May 2019

- Handled the tickets through service now and BMC remedy tool.
- Worked on windows 10, 8 and 7 machines.
- Provide remote support for desktop related issues.
- Installation of software as per project requirement.
- Installation and configuration of MS office 2010 and O365.
- Provide remote support for Lotus notes, Office 2010, Office 365, Lync , VPN, printer and other desktop & laptop related issues.
- Provide support for user system access privileges.

Project Engineer at Wipro Technologies,

Bengaluru, Karnataka,

January 2016 - January 2017

- Provided support for the Symmetrix storage arrays from hardware end in EMC2 project which is based on the SAN.
- Worked on generation like DMX 3, DMX 4(Direct Matrix Architecture) and VMAX (Virtual Matrix Architecture) arrays.
- Worked on dial homes, solving non-critical queries like power and drive cases. Which include, any power component failure in the array or the data is not readable by the host.
- After that moved in critical Section within 2 months. It includes director and link related cases.
- Then moved in chat support, live chat with customer and resolves their queries related to hardware and software.

Achievements and Additional Skills

- Got training in SAP Native HANA which covered following,
 - Have knowledge in basic SQL Query and concept.
 - Creation of HANA Information views like attributes views, analytical view and calculation views for reporting.
 - Use of input parameters, variables, filters, calculated columns, currency conversion, classical analytic privilege and SQL privileges.
 - Load tables from source system to HANA through SLT.
 - Have knowledge on analysis office in reporting tool.
- Secured 2nd rank in all the semester in MCA 2013-15.
- Secured 2nd rank in all the semester in BCA 2010-2013.

Interests

- Surfing on internet
- Make new friends
- Travelling
- Music

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

Drashti Dwivedi