SNEHA **DAYARAMANI**

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Resourceful IT Analyst with 2.5 years of diverse IT service experience for various hardware and software platforms. Tech-savvy computer expert with passion for teamwork and helping others while adapting to unexpected challenges. Committed to keeping abreast of new technologies and proven at uncovering new, time saving solutions to common service issues.

EXPERIENCE

DATES FROM DEC 2018– TILL PRESENT

IT ANALSYT, HCL TECHNOLOGIES

Projects worked on:

- **Alstom project**
    - **2018-19 (Technical support analyst)**

        Worked as a technical support desk analyst.
        Provided hardware / software / network problem diagnosis / resolution via telephone/email for clients.

    - **2019-20 (Queue manager)**

        Monitoring the queues and assign the incidents before missing Response time SLA
        Tickets to be assigned with respective Support Engineer according to required skills sets
        Follow up with engineer for closing the tickets those are going to be SLA breached
        Assigned the tickets which are out of scope to Service Desk/Other Teams.
        Publishing Weekly Change Calendar
        Daily Report on Incidents/Change/Problem tickets and SLA status
        Generating the reports from Ticketing Tool

- **Barclays bank project:**
    - **2020-21 (Field operations analyst)**

        Currently working on hardware/software issues.

Job responsibilities:

- Day to day tasks will involve various aspects of UK,EMEA and global support including workstation testing, deploying and print management, patching , video conferencing as well as server and software that support these functions where required.

- Deliver fixes to the desktop level, including installing and upgrading software, implementing file backups and configure systems and applications sometimes using remote technology.

- Access software updates, drivers, knowledge bases, diagnostics utilities and frequently asked question resources on the internet and internal knowledge base to aid in problem resolution.
- **Active directory** administrator.
  - ➢ **Users and computers** (creation of users, computers , OU, Groups , disabling/enabling, Searching objects, power shell in AD , AD backups.)
  - ➢ **Group policy** (creating and linking, editing GPO, Group policy troubleshooting, deploying software and mapping of shared drives).
- **Office 365**
  - ➢ **Outlook: (**Exchange O365 2003-2016 deployment, migrations, account administration\troubleshooting, calendar/shared folder permissions and delegation, Migrations - Mailboxes, Public Folders, User Profiles, Management of Office 365 users, groups, and licenses.**(E1,E2,E5),** new profile creation, registry editing and activation of office 365.)
- **Incident management**
  - ➢ Record and classify received Incidents and undertake an immediate effort in order to restore a failed IT Service as quickly as possible
  - ➢ Assign unresolved Incidents to appropriate Tier 2 Support Group Log all Incident/Service Request details, allocating categorization and prioritization codes
  - ➢ Associate Incidents with other records (i.e. Incidents, Changes, Problems, Knowledge Articles, Known Errors, etc.)
  - ➢ Provide first-line investigation and diagnosis of all Incidents and Service Requests
  - ➢ Verify resolution with users and resolve Incidents in **ITSM** tool
  - ➢ Escalate Incidents at risk of breaching Service Level Agreement to the Incident Process Coordinator.
- Published Knowledge Base Articles for different kind of IT issues.
- Record, track and document incident and request to final resolution.
- **On boarded and trained** all upcoming junior tech support.

EDUCATION

APRIL-2018
BACHELOR OF SCIENCE (IT)
Sadabai raisoni women's college

CURRENTLY PERSUING
PGDM (IT)
MIT college of learning institute

PRIMARY SKILLS

- Office 365
- Active directory (Advanced)
- Incident management
- Advanced Technical troubleshooting

ADDITIONAL SKILLS

- HTML 5
- CSS3
- JAVASCRIPT

HIGHLIGHTS

- Team worker.
- Communication and presentation skills.
- Good planning and organizing skills.
- Independent, pro-active and self-motivated.
- Able to work under pressure.
- Leadership Skills.
- Problem solving skills.

CERIFICATIONS:

- ✦ PROFESSIONAL ACHIEVEMENT IN **ACTIVE DIRECTORY**