

## PROFILE

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I am working as a Project Engineer in Wipro Technologies and I have overall 8.8 years of experience.

Completed the AZ900 Certification.

- As a Project engineer, has experience in Azure cloud platform
- Primary responsibility is to perform t-shirt resize activity, Disk expansion activity.
- Create the VM, Delete the VM, Increase the Disk size, Adding the existing disk, to perform the Backup and Restore the Azure VM.

## EDUCATION

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### Bachelor of science (Computer Science)

KG College of arts and science	Graduated, May 2015
Coimbatore	Grade First Class

### HSC (12th Standard)

Government Higher Secondary School	Graduated, May 2012
Coimbatore	71%

### SSLC (10th Standard)

Government Higher Secondary School	Graduated, May 2010
Coimbatore	81%

## PROFESSIONAL EXPERIENCE

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Organization	Industry	From	To	Role
Wipro Technologies	IT	Oct '15	June '24	Sr. Project Engineer

**Yearsof Experience: One year 2 months**

**Role: Project Engineer**

**Responsibilities:**

- Resolved lotus notes issues as per customer requirement.
- Took initiative of major issues in critical times.
- Prepared daily report on time and sent to customer.
- Prepared SMTP check list report two times a day (Morning and evening).
- Issues like password reset, unable to send and receive mails, ID creation, ID deletions.
- And also, mass mails request.

**Role description:**

- Worked as lotus notes administrator.
- Need to resolve all lotus notes issues.

**2) Project Name: Azure Cloud**

**Yearsof Experience: Two years**

**Role: Project Administrator**

**Responsibilities:**

- Creating a Virtual Machine.
- VM t-shirt resize activity.
- Update the Tagging details on VM level and RG level.
- Attached and Detached the Disk.
- Prepared Daily health check Reports and Weekly monthly Reports also.
- DR activity will do for the VM. Performed Testing, failure, reprotect.

**3) Project Name: Abbott Laboratories**

**Yearsof Experience: One year**

**Role: Project Engineer – iSeries AS400 Mainframe**

**Responsibilities:**

- Installed and Configured IBM servers.
- Implemented system tuning, optimization and overall performance.
- Ticket handling, resolving, routing, escalations based on the priority and nature of the ticket on ITSM console.
- Created user profiles and executed user access commands.
- Formulated and Implemented plans for system backup and recovery.

**Responsibilities:**

- Can work independently and workout for solution.
- Have analyzed and reported the repeated alerts to respected teams.
- Doing backup report whenever required.
- Appropriate handover is being done.
- Adherence to shift timings.
- Updated timesheet on regular basis.
- Timely action on any alert/missing alerts and improvements highlighted by customer.
- Working to achieve higher CSAT.
- Adhere to established customer processes.
- Can Resolve issues proactively.
- Timely Response to customer requests.
- Completing of Individual Learning Plan as applicable.
- Timely response to Tower reports and strictly Adhering to report formats as requested.
- Cleared TrendNXT on time.
- Maintaining the account specific documentations and periodic updates.
- Completed all account specific mandatory courses.
- Proper handshake was given between teams and shifts to achieve productivity and maintain the SLA.
- Trying to come up with best practices to share with the team and get it implemented.
- 100% adherence to various customer process like NDA, security policies, ITIL, service request processes.
- Started learning new technologies (Windows, SAP Success factors and UNIX) on Udemy to increase the effectiveness of current job.
- Attending Wipro internal training to enhance and grow in career.

**5) Project Name: DNA (Direct Nearest Access)**

Year of Experience: **One year**

Role: Project Administrator

**Responsibilities:**

- Aligning Engineer's for 106 customer's and supporting filed Engineer.
- Logging tickets and solving the L1 issues

## PERSONAL DETAILS

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Father's Name: Mr. A. Kalidas

Marital Status: Married

Birthday: May 26, 1995

Nationality: Indian

Gender: Female