Synopsis: Over 6 years of IT experience and 5 years experience in IBM Lotus Notes/Domino Support. Well versed with Helpdesk and Support activities. Basic to intermediate level skills on SQL server. Familiar with tool based interface, maintenance and support with IBM Notes. Highly motivated, focused & adaptive to learn and enhance interpersonal as well as professional skills.

# EXPERIENCE SUMMARY

**Areas of Experience**

**Industries**

Ernst Young (EY)

**Languages**

.Net

HTML

JAVA

**RDBMS**

**MS SQL**

**Operating Systems**

Windows 98/NT/XP

Windows 7/8/8.1/10

Linux

Windows 2000 Advanced Server

Windows 2008/2012/2016 Server

**Ticketing Tools**

Service Now Suite

**Other Tools**

Team Studio

Application Master Inventory

Application Master Inventory – Shared Mailbox

EYAA (EY Application Analyzer)

Has over 6 years of experience in IT industry, Application Development, Maintenance and Support

* Extensive experience Application Development, Maintenance & Support.
* Experience in managing small and medium projects.
* Knowledge of Quality processes.
* Flexible enough to adapt to new environments.
* Good knowledge in analysis of functional issues.
* Have strong debugging and troubleshooting skills.
* Good experience in ITIL procedures.
* Well acquainted with Software Development Life Cycle.
* Strong fundamental knowledge in SQL queries.

**QUALIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| Degree | Institute | Year | Percentage/CGPA |
| B.Tech (CSE) | APEX Institute Of Technology and Management, Bhubaneswar, Odisha | 2014 | 7.1 |
| 12th (CBSE Board) | Guru Gobind Singh Public School,  Bokaro, Jharkhand | 2010 | 72.4% |
| 10th (CBSE Board) | Guru Gobind Singh Public School,  Bokaro, Jharkhand | 2008 | 74.8% |

**CERTIFICATION**

|  |  |  |
| --- | --- | --- |
| Certification | Institute | Year |
| Microsoft .NET (foundation training) | Dishaa Pro, Bhubaneswar | 2014 |
| Microsoft Azure Fundamentals (AZ-900) | Microsoft Certified | 2021 |
| Microsoft Azure Administrator (AZ-104) | Microsoft Certified | 2021 |

**Working with Hexaware Technologies Ltd. From May 2015 – Till date**

**PROJECT EXPERIENCE**

1. **Get Off Notes (GON):** Get Off Notes is a program aimed to move from existing environment to newer technology, a unique process where we identify the applications and mailboxes which as per the process defined have met the time after which they need to be archived and moved to other technologies as required. A process is defined for acting on the applications/mailboxes that are in the present environment. Since, the requirement of the client is to move to other technologies than the current environment, this is the first step where in the applications\mailboxes are archived as per defined process after a definite time.

**Type:** Migration & Maintenance

**Domain:** IMS

**Tools & Environment:** AMI Tool (Database/Application), AMI SMBX Tool (Shared Mailboxes), TS Configurator (Configuration Tool), EYAA (EY Application Analyzer), Service Now (Ticketing Tool)

**Duration:** October 2015 – September 2017

**Role & Responsibilities:** Team Lead

* Understanding the client requirements by studying functional document
* Interacting with the clients almost on a daily basis
* Deactivating the databases from the production that are ready for deactivation following deactivation method as defined by the process
* Direct Archival /Archival of the unused applications and shared mailboxes depending upon the TS usage data and reports obtained from Dashboard
* Restoration of the retired applications back to production depending upon the request received from the users
* Managing database Access Control List(ACL)
* Granting Access to the archived applications & mailboxes along with troubleshooting any issues faced by the users while accessing it
* Monitoring Service requests and incidents in the service now portal and working on assigned tickets
* Troubleshooting for the issues through the ticketing tool like Service Now as well as for the team member’s query
* Maintaining issue logs, trackers and program documents
* Monitoring the disk space and related issues along with tracking of issue logs
* KT sessions to team members on application functionality
* Prepare latest updated process documents for the referral purpose for both client as well as team members
* Prepare WSR, FDR etc reports and present to management as well for client
* Interact with the users for their issues frequently approaching exact solutions

1. **Identity Access Management (IAM):** Main purpose of this project is to restrict access for the certain users for various folders or files present within several servers. WFS (Windows File Share) is the main part which we deal with where creation of folders within servers through gateway as well as modification are the main tasks come through tickets.

**Type:** Creation, Maintenance & Troubleshoot

**Domain:** IMS

**Tools & Environment:** SFM Tool (Creation/Modification of folders or providing access), Privileged Account Security (PAS), Service Now (Ticketing Tool)

**Duration:** NOV 2017 to till now

**Role & Responsibilities:** Team Member

* Understanding the customer requirements through cases.
* KT sessions to team members on application functionality as well as troubleshooting procedure.
* Prepares weekly status report (WSR) for the governance call for better representation with client.
* Do troubleshooting for the issues through the ticketing tool like Service Now as well as for the team member’s query.
* Do ad-hock tasks as given by customer as well as team lead
* Interact with the users for their issues frequently approaching exact solutions.
* Always ready to get new responsibilities come from management

**PERSONAL DETAILS**

|  |  |
| --- | --- |
| **Email id** | **:** nishasharma469@gmail.com |
| **Mobile No** | **:** 8789337753/8939106954 |
| **Date of Birth** | **:** 28-09-1992 |
| **Marital Status** | **:** Single |
| **Nationality** | **:** Indian |
| **Gender** | **:** Female |

**Languages :** English, Hindi