**CURRICULUM VITAE**

**Mallikarjun Hiremath**

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**Career Objective**

My objective is to use my skill set and experience to obtain a challenging position in a new environment and to motivate myself to be functional immediately. I would like to enhance my existing skills and use them for the growth of the organization I am associated with so as to improve my technical expertise.

**Educational Qualification:**

* 2008 - 10th from Brilliant Grammar High School, Habsiguda, Hyderabad, 70%
* 2010 - 12th from Sri Chaitanya Junior kalasala College, Hyderabad, Board of Intermediate; 57%
* 2014 Bachelor of Technology (Computer Science Engineering) from HITS COE, JNTU Hyderabad 60%

**Work Experience:**

* 1. Worked as a **Technical Associate** in **WIPRO** for 10 months
  2. Working in ValueLabs as Senior IT System Engineer.

**Technical Skills:**

* User administration (more than a 5000 users)
* Access and Identity Management
* We are considered as L2, L3 for general application issues
* Incident Management for IT Infrastructure
* Outlook (calendar, Meeting and general/complex troubleshooting)

# Providing End User Support within the SLA

# Application issues, escalating/resolving the issues proactively

* Creating Global security groups in Active Directory and granting membership

# Addressing user authentication and access related issues

# Preparing weekly and daily reports and sharing them with the team

* Deliver internal trainings to cover the knowledge gaps.

# *Active Directory:*

* Creating/Modification and deletion of users from Active Directory
* Configuration of Email clients on MS Outlook.
* Troubleshooting user login problems.
* ***Office365 administration:***
* Creating User Shared mailboxes and distribution groups.
* Granting Office365 license
* Migrating mailboxes (User Mailboxes to Shared Mailboxes)
* ***Service Now – Ticketing tool***
* Familiar with the ticketing tools Service-now.
* Report generation using Service-now.
* Taking care of incident SLAs.
* Excellent skills in updating the incidents’ status and follow ups with the end users.

**Summary:**

➢ 3.7 Years of working experience in the IT Service domain with specific knowledge on User Administration, Active Directory, Access Management, Identity Management and Incident Management. A team player with strong knowledge and dedication.

➢ Excellent communication skills and a strong individual contributor

➢ Proven ability to learn quickly and become an expert in a variety of services delivered

➢ Skilled at producing quality work with limited resources

➢ Gone through the communication excellence etiquettes held by my previous organizations

➢ Interested in training new colleagues and have acquired appreciation as a good trainer in my organization

**Strengths:**

* My confidence.
* High degree of self-discipline.
* Ability to learn quickly.

**Personal Profile:**

Name: Mallikarjun Hiremath

Date of Birth: 10th May, 1992