**Sheenam Jaggi**

**Vashist vihar, Vasant vihar, Saproon, Solan, Himachal Pradesh-173212**

**E-mail: sheenam.jaggi234@gmail.com Phone: 7018649134**

**Dedicated and Motivated System Administrator with excellent cross-functional collaboration skills and the ability to develop practical, technical solutions to intermediate problems, skilled at supporting large IT teams in dynamic, highly available environments. Approximately 2 years and 4 months of experience driving system availability, security and integrity while thriving in fast-paced environments with changing priorities.**

# **Experience**

## **Designation :** Incident Coordinator

## **Organisation** : **UNISYS**

**Client** : **Unilever (June 2016 to February 2018)**

## **Job Profile**

* Work-in liaison with the client for enforcing changes for all the client users.
* Involved in performing diagnostic actions to determine workarounds/solutions.
* Engage additional support resources as needed to assist in resolution. Apply and verify identified workarounds and solutions. Validate that service restoration has been achieved.
* Identify root cause of issues which are impacting the support floor.
* Follow-up on escalations and issue tracking.
* Ensure that the correct Technical teams are engaged and proper focus is paid to outages and recovery.
* Created and tracked Priority 1 and 2 issues with responsibility for the timely documentation.
* Incident and new request management using Remedy tool.
* Experience in handling different type of medium - Phone, E-mail and Chat.
* Handled technical issues related to User account management and Share drive management.
* Application support for various applications.
* Remote controls through LMI.

## **Designation :** Linux System Administrator

## **Organisation** : **Concentrix**

**Client** : **Lenovo (December 2018 till date)**

## **Job Profile**

* Performed Cluster troubleshooting using Veritas and Rhel. Server Maintenance, backup, restore. Deploying and monitoring the Applications on client remote location.
* Install and configure services like DHCP, DNS, LDAP, RPM Package and File System management.
* Utilize commands and utilities such as iptables, netstat, ping, chkrootkit, to implement operating system and network security.
* Administered Red Hat Linux server fleets for several functions including managing deployment and IT infrastructure automations using Ansible. Managed Weblogic servers, oracle 11g and firewalls in both development and production environments.
* Assisted Clients in identifying security risks to the applications and implementing appropriate data security procedures and products.
* Upgraded, patched and installed operating systems using kickstart for Red Hat Enterprise Linux 7.
* Installed and updated software, applications using RPM.
* Created users, roles, and profiles to manage CPU resources and availability.

# **Education**

### **June 2016**

## B. Tech (Computer Science and Engineering), Bahra University

# **Skills**

* Security Threat Analysis and Monitoring
* Linux OS Security
* Linux – Redhat, Centos
* Service Deployment Solutions
* Applied Knowledge on Bash Shell Scripting
* Trained on AWS
* Windows 7, 8, 10 , Active Directory, MS Office, Sharepoint, Airwatch, Microsoft Intune

**Interests**

* Painting
* Badminton
* Listening to music

**Competences**

* Teamwork and Communication skills.
* Ability to quickly and correctly diagnose what is wrong when a system goes down.
* Deploying software patches.
* Preventing break-ins and other security problems with preventive measures.
* Responsible for automating system with various configuration management tools.

**Personal Profile**

Name : Sheenam Jaggi

Gender : Female

Marital Status : Single

Data of Birth : 08th July 1994

Languages Known : English, Hindi, Punjabi

Nationality : Indian