

RESUME

ANU PRIYA

IIS and Windows Administrator

Personal Details

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Career Objective

A Self Driven Experienced Professional with around 5 years of work experience in System & IIS Administration/System Engineering and expertise in resolution of technical and functional issues.

My goal at this point of career is to pursue high challenging career in the IT industry that can bring out the best of me. Being proactive in learning new technologies, I utilize the best of my Knowledge to achieve the goals and targets successfully.

Focusing on continuous Improvement of my performance and use the potential to contribute for Organization success & grow up professionally and mutually.

Experience

Company Name	Mercer (May 2019-Till Date)
Designation	Senior Technical Engineer
Project Responsibility	<ul style="list-style-type: none">• Responsible for SSL certificate Installation on server and getting it renewed for Clients• Carrying out server patching activities with Wintel team pre and post verification• Configuring IIS and purchase certificates for clients• Root cause analysis and fixing IIS web server related issue• Implementing Security for files and directories.• Software Deployment.• Patching and Remediating Windows Servers• Exposed to Process Management.• Deployed Various Antivirus tools like Symantec, McAfee for Secured Network.• Working with remote administration tools.
Achievements	<ul style="list-style-type: none">• Successful handling of 80% of escalated cases.

Company Name	Wipro Technologies (Nov 2015 –Apr 2019)
Designation	Technical Software Engineer (Level 2)
Project Responsibility	<ul style="list-style-type: none">• Worked as a Level2 engineer in Wipro Technologies in accordance with the client DELL EMC SourceOne• Troubleshoot problems with SourceOne System based on tickets created by SourceOne\Exchange Admins globally.

	<ul style="list-style-type: none"> • Applying hot fixes and patches for the application • Perform the health checks and maintenance activities on SourceOne servers • Assisting L1 team with technical resolutions. Responsible for mentoring the L1 engineers as well as maintaining the parameters to maintain a request help the team. • Analyze logs and prepare RCA documents as per Project Role. • Administrator Windows Infrastructure-L2.1 • Performed various admin tasks for managing the product such as EMC SourceOne. • Worked on SQL, AD, MS Exchange & IIS for supporting the application EMC SourceOne. • Exposed to Laboratories Professional Experience • Troubleshooting problems with unreachable physical and virtual machines and unreachable nodes. • Health check and server configuration. • Troubleshooting File Share issues, Implementation of File Shares & Disk Space/Clean-up related issues including providing access to Servers.
Achievements	<ul style="list-style-type: none"> • Managing the team in the absence of team Leaders/managers and handled various Client Escalations

Skills

Tools/Techniques/Software Skills	<ul style="list-style-type: none"> • Operating System: Windows server 2008 & 2012 • Databases: MYSQL • Utilities: Microsoft Office • Installation, Configuration, Deployment, upgradation, Patching, Trouble-Shooting • Root cause analysis and fixing the IIS Webserver related Issues. • Exposed to DevOps tool • Build activities using Jenkins and managing the build related issues
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Education & Learning

Qualification	School/University	% & MM/YY of Passing
Bachelor of Computer Application	Utkal University, Bhubaneswar	74% & 04/2015
Standard XII / H.S.C.	NIOS, Patna	72% & 03/2011
Standard X	BRDAV, Barauni, Bihar	68% & 05/2008

Hobbies

Hobbies include Cooking and Listening Music.