



MEGHANA YASHWIN KUMAR

SENIOR ENGINEER CLOUD & INFRA MANAGEMENT

CONTACT

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Manama, Bahrain

EDUCATION

2016 - 2019

ST ALOYSIUS COLLEGE
(AUTONOMOUS)

- Master of Computer Application

2013 - 2016

CANARA COLLEGE,
MANGALORE UNIVERSITY

- Bachelor of Computer Application

SKILLS

- Problem-Solving and Administration,
- Networking
- Operational Support
- Data Analysis
- Microsoft office
- Application Support
- Infrastructure
- Security and Monitoring
- Account Access Management
- Research & development
- Handling client calls
- Conducting meetings and proving the latest updates

PROFESSIONAL SUMMARY

Professional System Administrator engineer with three years' experience in DXC Technology. Handling hundreds of IT internal applications and thousands of servers(infrastructure), managing jobs scheduling and change requests, performing user access management for NON-SAP applications.

In Infrastructure my work is to maintain and keep the production running.

Supported internal employees with their PC technical problems, Microsoft 365 Administration and troubleshooting, SharePoint, basics of Active directory. Handling backlog cases and data Analytics.

Worked for Microsoft project at LTIMindtree as Cloud & Infra Management.

WORK HISTORY:

PROJECT 1

- Creating outlook profiles, adding members, removing members from DL's, troubleshooting on basic MS office 2013,2016 issues.
- Using ITIL ServiceNow, Uptime ticketing system to raise request
- Monitoring networks and network devices to resolve technical problems quickly.
- Software troubleshooting and configuration
- Windows environment troubleshooting
- Managing network DNS
- Diagnosed and executed resolution for network and server issues
- Provided remote support to Internal Employees (Working on site or remotely)
- Assist and troubleshoot mobile device management
- Installing windows server, managing group policies.Monitoring system health.
- Hands on with Active Directory administrator for managing AD and Group policies.

PROJECT 2

- Worked on customer relationship management and solution delivery.
- Familiarity with CRM tool. Utilized CRM as a project management tool to track tasks and sprint progress.
- Reviewed Major incidents and problem records, along with corrective actions, work to resolve with owners.
- Performed root cause analysis and facilitated solutions for corrective actions.
- Handling high severity customer escalations and providing timely resolutions.
- Azure Administrator Key Deliverables: Responsible for installation and configuration of Azure services.
- Familiar with all stages of the test, development and maintenance Manage azure subscriptions, resource group and role-based access control.

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Kannada (Basics)

- Implementing and managing storage and Azure backup. Deploy and manage virtual machines (Create and configure VMs for Windows and Linux) and manage VM's backups. Create and configure a Network Security Group, Integrate on-premises network with Azure virtual network.
- Research and development on Microsoft course.
- Finding bugs and Reporting
- Managing and accessing report from PowerBI
- Managing User data on SuccessFactors
- Managing user access on Azure Active directory.

CERTIFICATION

- Office 365 Administration and Troubleshooting - Online course - Microsoft Partner
- Security Awareness - Online course-DXC University

INDUSTRIAL EXPOSURE

6 Months of internship in Prime Focus technologies - Digital Media Service

EXPERIENCE

• Ahana Systems and Solutions

June 2019 - Worked as a contract for DXC for the period of 6 months

• DXC Technologies, Bangalore, India

December 2019 to March 9th 2022

• LTI Mindtree

March 2022 - September 2023

WORK REWARDS/RECOGNITION

- Received reward for DXC Champs Award (FY21 - Q3) and (FY22-Q1)
- Won DXC Collaborators Award (DXC H2 FY21)

Pat on back: For ensuring quality work and customer delight

PERSONAL INFORMATION

- Date of Birth: 04/08/1995
- Gender: Female
- Nationality: Indian
- Address: Mangalore