

ASTHA | SENIOR HELPDESK SPECIALIST

TOP TECHNICAL COMPETENCIES

- Exchange Online: User Mailbox Administration, License Management, Mail Flow, Mail Traces, Spam Filters, Auto Discovery, Security & Compliance Administration, Azure AD.
- Active Directory: User Administration, Group Policies Access Management.
- End User Support: Hardware & Software Support, Desktop Network Connectivity Support, Printer Support, MS Office Application Support, Windows Drivers Support, Third Party Application Support.
- MSP Tools: ConnectWise Manage and Automate; Webroot; Acronis Backup.

EMPLOYMENT

IT By Design

September 2022 - Present

SENIOR HELPDESK SPECIALIST

- Worked on ConnectWise Manage for Ticketing Tool and ConnectWise Automate for Monitoring Devices and Software Installations through Scripts etc.
- Worked on O365 Administration Tickets: Worked on New Hire On-Boarding and Off-Boarding Tickets.
- Handled tickets for Creating and Managing Shared Mailboxes and Distribution Lists.
- Worked on tickets related to Mail Flow / Mail Trace / Spam Filtering.
- Worked on tickets related to Licensing through Pax8.
- Worked on Active Directory Administration Tickets, Adding Groups, Security Transactions, etc.
- Handled tickets related to SharePoint Administration
- Worked on Nord Layer VPN Administration Tickets.
- Worked on Windows Desktop-related issues for Software, Network Related Issues, Printer Issues, etc.
- Also Handled Tickets related to Webroot Monitoring Tickets.
- Handled the Backup Monitoring Tickets for Acronis Backups.

NTT Data

December 2020 – August 2022

SENIOR ASSOCIATE

- Working in the L1.5 team for Account Hyster Yale.
- Working here as Senior Associate L2 Team for the Mobility (MDM/AirWatch Console), Active directory Administrator.
- Device Enrollment, Device Sync, patch Push and Pull, Application installation, and removal from AirWatch console.
- Working as the Local IS team to perform the computer refresh for Computer migration.

HCL Technologies

June 2018 – November 2020

ANALYST

HEADQUARTERS

IT By Design, PO Box 149, Marlboro, New Jersey, 07746
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- Working with Microsoft Windows Troubleshooting, Active Directory, RGFX Blade Server Monitoring and Troubleshooting, and Microsoft Office products like Outlook, Excel, Word, and PowerPoint.
- Worked as Admin for Creating Group policies, Password resets, Adding and removing permissions from users and devices within Domain.
- Creating new User IDs.
- Handled Outages in coordination with the Incident management team
- Handled VIP clients and Escalation calls from clients and provided the best possible solutions in the given Deadline.
- Working with Incident Management Team for Outages and Creating RCA.

EDUCATIONAL QUALIFICATION

- Bachelor of Technology

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