

**Nalinee Bhosale**Email- bhosalenalini94@gmail.com (Administrator)

Phone: +91- 9373365686

Career Objective:

Looking for a challenging Azure administrator role where I am constantly challenge, use, promote & contribute to Cloud environment. I am quick to learn & adapt to new situations, configurations & technologies.

Professional Summary :

4.5+ Years of experience in user support (System Admin) for IT Development areas, including provision of support for projects and the implementation of new products, Troubleshooting using various tools and technologies, identifying solutions to resolve issues.

Certification:

- **Azure Fundamental (AZ- 900)**
- **Microsoft Certified Associate: Azure Administrator (AZ-104)**
- **Microsoft Azure Administrator Course completion certificate from Simplilearn**

Technical Skills:**Azure Skills:**

- Cloud computing
- Office 365 Admin
- Microsoft Azure Administration
- Active Directory, LDAP, DHCP, DNS
- Identity access management (IAM)
- Microsoft IIS server
- Azure Resource Manager
- Microsoft Azure Architecture
- Azure Virtual Networks
- Containerization - Docker, Kubernetes etc
- IP Addresses – Public & Private IPs
- Azure Vnet Subnets
- Azure Network Interface Cards (NIC), Network Security Group (NSG), NSG Rules, Service Tags etc.

Relevant Skills:

- Manage IT support to provide user-level support, including software installation, account management, system configuration, etc.
- Excellent analysis, Troubleshooting and problem solving skills
- Knowledge of IP, networks and routing

Professional Experience :

NBIT Services, Pune , Maharashtra

Project Associate : April 2017– April 2019 (2 Years)

- **Project:** Telstra Corporations Limited (Australia)
- **Tools:** Siebel (Database), CAT (authentication tool), MODINI (usage monitor)
- **Roles and Responsibilities:**
 - Taking the ownership of client's issues as reported and seeing problems through resolutions
 - Identifying the user issue regarding the case, Following up with the user to ensure the problem is resolved, monitoring the services
 - Troubleshooting and identifying solutions to resolve issues.

TECH MAHINDRA, Pune, Maharashtra

System Admin: April 2019 – Present (2 years 8 months)

- **Project:** Rogers Communication (Canada)
- **Tools:** ICM (Database), BMC remedy tool, V21 and SGI (usage monitor)
- **Roles and Responsibilities:**
 - Provide ticking support for Office 365 and AD
 - Identifying the user issue regarding the ticket, Following up with the user to ensure the problem is resolved, monitoring the services
 - Maintain and update records for daily queries and escalation.
 - Update the ticket with the resolution in tracker and create RCA report of user issue
 - Provide support which includes add user and groups, Email ID creation, add/remove group members, assign licenses in Office 365
 - User management Resets passwords, add and delete user accounts and manages service requests.
 - Service handing Open support requests and views the service dashboard and message center
 - Update password expiration policies
 - Revoking accesses of users when they leave the firm or if they move internally to different business department
 - User Id creation, deletion and modification on AD server access additional and removal from AD
 - Escalations for any issues addressed properly, in time, to the appropriate level, to avoid any adverse impact on the business and escalate it as per the appropriate hierarchy

Achievements:

- Achieved **PAT ON THE BACK** award in Tech Mahindra in Aug, 2021



- Achieved **3 times BRAVO** award in Tech Mahindra in Apr, June, Nov 2021



- Achieved **EXCELLENCE BOARD** award for consistency in performance from client (Rogers communications Canada)
-

Educational Qualification:

Degree	Institute	Board/University	Year	Performance
B.E	J.S.P.M.S, College of Engineering, Hadapsar Pune	SPPU	2016	76.49%
Diploma	Government Polytechnic Osmanabad	MSBTE	2013	75.42%
S.S.C	Sulakhe High School, Barshi	MSBTE	2010	93.64%

Personal Details:

- **Father's Name:** Mr. Nandkumar Tanaji Bhosale
- **Languages Known:** English, Hindi, Marathi.
- **Nationality:** Indian
- **Date of Birth:** 27-July-1994
- **Marital status:** Single

Declaration:

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date:

Place: Pune

Signature
(Nalinee Bhosale)

