**RESUME**

**Nivetha Senthil Kumar**

**Email:**[**nivethasenthil18@gmail.com**](mailto:nivethasenthil18@gmail.com)

**Phone: +919176508680**

**Objective:**

Intend to build a career with leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging & creative environment.

**Work Experience:**

**Total work experience: 8 Years**

**Company: Infosys Ltd**

Worked in Infosys Technologies Limited Mysore, from 23 July 2012 to 17th October 2014 as an Operations Executive in IT Infrastructure Administration. Windows extensive experience of supporting, Windows 7. Expertise to troubleshoot Microsoft and other Applications

**Roles and responsibility**

* Experience working with software installation/upgrading procedures.
* Experience in license server setup
* Troubleshoot License type of issues and also installation issues.
* Working in floating license type and also token License.
* Managing overall licensed software.
* Reporting to the development team on day to day basis.
* Administration & troubleshooting of Windows 7 and providing IT support for projects requirements, servers systems and end-user.
* Creating and deleting user accounts, computer accounts in Active Directory.
* Experiencing in Client access through remotely by Tool and Utilities (RDP, SCCM).
* Providing telephone support via “helpdesk” format, answered user’s questions and fixing problems

**Company: Polaris Financial Technology**

Worked in Polaris Financial Technology **from November 11 2014 to December 22 2017** as an Executive in Global IT Service Center, expertise to troubleshoot Microsoft and other Applications.

**Roles and responsibility**

* Experience working with software installation/upgrading procedures.
* Installation and troubleshooting of various databases like MS SQL Server, Visual Studio and oracle 10g and 11g etc.
* Download and installing software like freeware, trail, open source and licensed.
* Configuring and Troubleshooting of Microsoft and other Applications.
* Troubleshoot License type of issues and also installation issues.
* Working in floating license type for IBM software’s.
* Managing overall licensed software.
* Reporting to the development team on day to day basis.
* Managing and resolving end user request within the SLA using HP service desk, CA service desk.
* Packaging free and open source software’s in HP CAE
* Administration & troubleshooting of Windows 7 and providing IT support for projects requirements.
* Creating and deleting computer accounts in Active Directory.
* Providing access to users in AD for One Box
* Experiencing in Client access through remotely by Tool and Utilities (RDP, RC, SCCM, HP Simple help, CA).
* Configuring MS Outlook & troubleshooting outlook client level.
* Providing telephone support via “helpdesk” format, answered user’s questions and fixing problems

**Company: HP DXC**

Working in DXC Technology Chennai, from 10 Jan 2017 to 9 Jan 2021 as an Service Delivery Representative. Expertise in Software Asset Management.

**Roles and responsibility**

* Managing Software Media Library.
* Experience in Software License Analyst work.
* Experience in L2 level software installation trouble shooting.
* Experience in preparing Slide Deck for presenting to client.
* Reporting to the client on monthly basis on billing part.
* Managing and resolving End user request within SLA using ServiceNow tool.
* Managing Software Inventory and Procurement information through HP asset Management tool.
* Experience in Microsoft True-up report.
* Experience in Publisher report like Microsoft, Adobe based compare with Entitlement on monthly basis.
* Performing reconciliation analysis for all software products.
* Managing End of Support EOS and End of Life EOL Software as quarterly basis and report the same to client.

**Company: Flextronics**

Working in Flextronics Chennai, from 11 Jan 2021 to Till date as an License Management & Compliance Analyst.

**Roles and responsibility**

* Managing All Licensed Software
* Experience in Flexera Tool
* Responsible in allocating License for all commercial Products in Flexera tool.
* Managing all Purchase order through Flexera
* Expertise in Oracle, Adobe, Windows server, SQL server Licensing rules.
* Responsible for creating License for all commercial products with Licensing rules.
* Reviewing all freeware software and educate the end users for organization usage.
* Responsible for Adobe Subscription License recovery on Monthly basis.
* Responsible for Software Inventory Report and compliance Report.
* Governing End of Life Software by coordinating with all server owners for remediation plan.

**Awards**

* Got Sport Award for Innovation on Metro Map prepared for my process and well recognized by client.
* Got Sport Award for Contribution to team on various new activity done by me.

**Educational Qualification:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course** | **Institution** | **Board** | **Year of passing** | **% obtained** |
| B.S.C | K.C.S Kasi Nadar College Of Arts & Science | Madras University | 2012 | 77.96% |
| H.S.C | K.C.S.N.Hr.Sec.School | State board | 2009 | 80.25% |
| S.S.L.C | K.C.S.N.Hr.Sec.school | State board | 2007 | 74.2% |

**Technical Skills:**

**Scripting Languages   :** Html

**Languages known :** C, Visual Basic

**Other         :**SQL, Good in Excel & PPT

**Additional Qualification:**

* Type writing – English
* I have undergone for DRR (Disaster Recovery Representative) Training.
* Participated in many NSS camps and won Best vice caption award twice.
* I have done many paper presentations, took knowledge sharing sessions and participated in media debate shows.
* I was part of engagement team and conducted many events.

**Personal Details:**

Name **:** Nivetha

Father name **:** K.A Senthil Kumar

Date of Birth **:** 18th August 1991

Gender **:** Female

Religion **:** Hindu

Nationality **:** Indian

Language Known **:** Tamil & English

Address For **:** No. 1 Singara Garden 6th lane,

Communication Oldwashermenpet,

Chennai – 600 021.

Land Line **:** 044-25960285

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Email **:** [nivethsenthil18@gmail.com](mailto:nivethsenthil18@gmail.com)

**Declaration:**

I hereby declare that the above given information are true to my best knowledge and belief.

Date :                                                       Signature

Place :    Chennai                                                                      (S.Nivetha)