**Devishree Parasuraman**Contact: +91 9108370347

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**IT Professional with 8+ years of overall experience; Targeting assignments in the domain of IT Infrastructure Management with an esteemed organization**

**Location Preference**: Bangalore

**Industry Preference**: IT Support / Server virtualization

**PROFILE SUMMARY**

* Rich experience in providing technical support and services for VMware Global internal employes on Vmware applications, Support applications ( eg: Horizon/ VDI’s /Microsoft Office 365/ Airwtach/ Workspace one SSO/VPN/RSA) & access related issues.
* Worked on projects for repoting clients like Vodafone at TESCO for UK based Team.
* Fair Knowledge in installation, configuration and administration of VMware ESXi Servers, vCenter Servers and Virtual Machines
* Knowledge of Network Planning & IT Infrastructure Implementation including Servers, Desktop, LAN, WAN and Network Devices
* Responsible for time-critical User Service/ Infrastructure restoration, technical troubleshooting within complex IT systems environment.
* **Advantage over others:** Own 2 VMware Certified Professional badges – DCV & NV . A sign on the side of a road

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**SKILL SET**

VMware Certified professional Installation & Configuration

Service Delivery Management Troubleshooting

IT Infrastructure Management Reporting & Documentation

**EDUCATION & CERTIFICATIONS**

* Bacholer of Engineering Computer Science from VTU Bangalore 2012 6.8 CGPA
* **CCNA**  Trained from NIIT (Cisco Certified Network Associate , Routing and Switching
* VMware Certified Associate (VCA-DBT)
* VMware Certified Professional (Data Center Virtualization) 6.5 (VCP6.5)
* VMware Certified Professional Network Virtualization 6.0 (VCP-NV)

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**VMware products which I would be able to Install , Manage and Configure.**

* Vmware Horizon
* Airwatch
* Workspace one SSO
* VMware vSphere components :  ESXi/host , vCenter Server/VCSA, vSphere Client, vCenter Orchestrator, vSphere Update Manager, Virtual machines.
* vSphere 5.x/ 6.x/ 6.5/ 6.7/7.0
* Fusion / Workstation

**ORGANIZATIONAL EXPERIENCE**

**April’17 – Till Date with VMware software India private Limited as IT Support Engineer**

**Job Discription :**

Primary responsibility is supporting internal VMWare employes for technical assistance.

**Below are the Core Services handled by the team**

* Supporting Internal Colleagues on issue by creating/following via ticketing tools such as Helpnow +, SFDC and Service desk portal.
* Achieved support matrix by closing 95% of trouble tickets on the first call without escalation.
* Troubleshooting issues related to user's desktop software, browsers and client applications.
* Installation, configuration and troubleshooting of Microsoft office 2013, 2016, Microsoft office 365.
* Resolving the issues of BYOD system and company system as well.
* Software maintenance and troubleshooting.

**Responsibilities handled:**

* Work as Queue Manager (Lead)
* Process Trainer for new hires
* Interviewer for soft skills & technical skill round
* Organize knowledge sharing sessions

**JAN-14 – JAN-17 with TESCO as IT helpdesk support engineer L2**

**Job Description:**

* Worked in PFS helpdesk for Support -UK/Northern Ireland TESCO stores.
* Support around 980+ stores that is divided into four categories –Express, Metro, Extra and Superstore
* Providing level 2 resolution through remote support for systems/tills.
* Root cause analysis, troubleshooting & installing modem/T3 unit.
* Communicate with staff, specialists and suppliers.
* Generating daily workflow reports & utilization reports using Excel.
* Support process trainer.

**Aug’12-Feb’13 with Clear Water Technology as Technical support associate**

* Worked for RCA products.
* Root cause analysis, troubleshooting & connecting Streaming device, Wi-Fi, Blue-ray players and Gaming devices.