**JESSIVAN VEDALA**

**jessivan079@gmail.com**

**+91-9704762117**

**Aiming to obtain challenging assignments to leverage expertise in System Administration, IT-Operations, process improvements, and best practices.**

**Personal Overview**

* ITIL V4 (F) Certified Professional.
* MCSA certified

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| * 7+ years of experience in System Administration / IT Client support (both onsite and remote). * Tracking and escalation of incidents with Office 365 technical support. * Worked on Change Management, Release Management, RCA and Incident Management. * Experience working in large corporate environments and have IT support experience working with Office 365, Exchange, Windows Server, and JAMF. * 3+ Years as O365 & Exchange Administrator |

**Employment History**

MassMutual Financial Services

Organization**: MassMutual Financial Services**

Location: **Hyderabad**

Designation: **Senior Associate Technology Operations**

Duration: **08th Feb 2021\*—Till Date**

***Roles and Responsibilities:***

* **Working knowledge of Mac OSX operating system**
* **Desktop, laptop, and mobile device support – simple and complex**
* **Interface directly with end-users of technology to resolve issues and provide guidance and**

**best practices on the use of technology to improve their business**

* **Coordinate/support projects under the guidance of organizational leaders and project**

**managers Technical planning for the delivery of current / future technologies**

* **Work with a continuous improvement mindset, looking for opportunities to suggest**

**practical improvements to existing programs and procedures**

* **Works with a focus on teamwork and collaboration in order to achieve established goals**

**and objectives**

* **Make practical suggestions for improving work processes in own area**
* **Support and participate in the deployment of the entire Dynamics CRM solution including but not limited to application, DB, Web Server, Active Directory, internet-facing deployment (IFD), Active Directory Federation Services (ADFS), and Single Sign-On (SSO).**
* **Skype for Business**
* **A working knowledge of Vmware, VDI, Workspace 1.**

Regular Tools: **LDAP, OKTA, Mainframe, AD, O365, OneDrive, SCCM based Management tool, and various other internal tools.**

JD Sports

Organization**: JD Sports Fashion PLC**

Location: **Hyderabad**

Designation: **System Administrator**

Duration: **17th Dec 2018-25th Jan 2021**

***Roles and Responsibilities:***

* **Working as a Windows Administrator for JD Sports India.**
* **Enhance the Exchange Server on-premise infrastructure and managing the Exchange Online service.**
* **Updating Mailflow settings & Mail Flow Troubleshooting.**
* **Tracking and escalation of incidents with Office 365 technical support.**
* **Email Migration from On-Premises to Exchange Online.**
* **Exchange Migration to Office 365**
* **Move mailboxes between on-premises ad Exchange Online organizations in hybrid deployments.**
* **Azure AD functions**
* **VM Ware Storege & Backup**
* **Analyses & solve complex issues in coordination with internal teams and/or external Partners.**
* **Knowledge transfer to other support teams.**
* **Managing Users, Groups and Computer accounts.**
* **Created and maintained email addresses and distribution lists in MS Exchange.**
* **Working on Service Requests created by users on AD and Exchange related Issues.**
* **Managed MS Exchange servers, AD and public folders.**
* **Active Directory Support and Administration.**
* **Troubleshoot and customize Office 365 applications including Outlook, Microsoft Teams, Skype for business, Word, Excel, PowerPoint, and Yammer.**
* **PowerShell Scripting.**
* **Skype for Business support.**
* **Application Spport in SAAS environment.**
* **Providing input into root cause analysis documents (RCA).**
* **Perform a few functions in JAMF.**
* **Force update and unlock the devices via JAMF**
* **Providing the first point of contact for support and maintenance of Mac equipment and developing procedures to ensure the whole team have the skills to support the Macs.**
* **MAC Support which includes, FileShare mapping, general issues with MAC PC, Configuring Network Printers & Update X-code**
* **Installation of application via Terminal & BASH on Mac**
* **Cisco VPN management.**
* **Technical Documentation**

Verizon Data Services

Organization: **Verizon Data Services Pvt, India**

Location: **Hyderabad**

Designation: **Associate Support Analyst**

Duration: **15th Sep 2015 –14th Dec 2018**

***Roles and Responsibilities:***

* **Incident Management**
* **Working on ServiceNow application which is a Ticketing Tool.**
* **L 2 & L3 Support, Creating, Updating, Escalating and Resolving Incidents via ServiceNow Ticketing Tool.**
* **Handling Incidents, Major Incidents as per the Priority.**
* **Active Directory Support and Administration.**
* **The documentation, evaluate, resolve and track inquiries pertaining to the functional operation of all installed hardware and software products**
* **Installing, configuring and remote troubleshooting.**
* **Process Office 365 License requests.**
* **Google G Suite Licensing**
* **Google cloud Support**
* **Supports Cisco VPN, WebEx, Outlook, Exchange Migration, Google G Suite Calendar.**
* **Google Cloud Platform (GCP)**
* **VMWare server deployments, configuration and template management**
* **Supports various Internal Applications.**

HCL

Organization: **HCL Technologies**

Location: **Chennai**

Designation: **Junior Engineer**

Duration: **16th Oct 2013--9th Sep 2015**

***Roles and Responsibilities:***

* **Setting up wireless connections on Laptops and Desktops.**
* **Connectivity issues with Switches.**
* **Dealing with network connectivity LAN and WAN.**
* **Dealing issues with Email accounts in Webmail as well in Clients (Outlook, Windows Mail, etc)**

CTE

Organization: **Cambridge Technology Enterprises**

Location: **Hyderabad**

Designation: **Process Analyst**

Duration: **3st Jan 2013--9th Sep 2013**

***Roles and Responsibilities:***

* **Support for PEGA Clients via PEGA Ticketing Tool.**
* **Updating and Escalating tickets regarding Network and Application Issues.**

**Education**

**B – Tech (CSE) – 2012**

**XII – ISC – 2008**

**X – ICSE – 2006**

**Technical Skills**

Exchage Server, Windows Server, Exchange Online, Active Directory, Windows & Mac OS, JAMF Pro, and Office 365.

Ticketing Tools: ServiceNow, SNOW, Jira, and other Internal Ticketing Tools.

Excellent troubleshooting skills.

Strong communication and interpersonal skills required to understand, troubleshoot and calm problem situations.

**Strengths**

* Excellent verbal and written communication skills and ability to deal with people.

**Personal Snippets**

**Personal Details**

**Name: JessivanVedala**

**Fathers name: BhagavanRaju**

**Nationality: Indian**

**Date of Birth: 6th of June 1990**

**Gender: Male**

**Marital Status: Married**

**Known Languages: English, Telugu, Hindi, and Tamil.**

**Address: Near SDA School Rustumbada,**

**Narsapur, WGDt, Andhara Pradesh,**

**Pin: 534275**

**Current Location: Hyderabad**

**Preferred Location: Hyderabad**

**Declaration:**

I hereby declare that the above information and particulars are true and correct to the best of my personal knowledge and brief.

**Date:**

**Place: (jessivanvedala)**