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Sarlana Ashok

Skills

- IT infrastructure
- Incident management
- Hardware troubleshooting
- Help desk management
- Configuration management
- System security
- Strong problem-solving and troubleshooting abilities
- Familiarity with cloud computing platforms, such as AWS and Azure
- Experience with system monitoring tools

Education And Training

03/2012
B.Tech IT:
B .Tech
Vizianagaram

Summary

Adept IT Administrator with a proven track record at Cleansheet Group, enhancing system security and streamlining incident management. Skilled in hardware troubleshooting and help desk leadership, I significantly improved network efficiency and user support. Expert in Windows Server and proficient in problem-solving, my approach boosts IT infrastructure reliability and performance. Resourceful IT Administrator known for high productivity and efficient task completion. Skilled in network security, system administration, and cloud services management. Excel in problem-solving, communication, and time management, ensuring smooth operation of IT infrastructures.

Experience

Cleansheet Group - IT Administrator
Hyderbad, IN
10/2022 - Current

- Configure, manage, and troubleshoot local area networks (LAN), wide area networks (WAN), and VPNs.
- Monitor network performance and security, ensuring minimal downtime.
- Ensure servers are updated with the latest security patches and software updates.
- Backup data regularly, and ensure disaster recovery plans are in place.
- Provide technical support to users for hardware, software, and network issues.
- Troubleshoot and resolve user problems related to system performance, access, or data issues.
- Train employees on IT best practices and the usage of technology tools.
- Implement and enforce security protocols, such as firewalls, antivirus software, encryption, and multi-factor authentication.
- Monitor for security breaches, or unauthorized access, and take action to prevent future incidents.
- Regularly monitor system performance and logs to identify issues, and optimize efficiency.
- Manage system resources (CPU, memory, storage) to ensure smooth operation.
- Perform regular updates, patch management, and capacity planning.
- Ensure all software is licensed and compliant with organizational policies.
- Manage the procurement and maintenance of hardware and software, including computers, printers, and networking devices.
- Troubleshoot and repair hardware issues, or coordinate with vendors for replacements.
- Ensure regular backups of important data and systems.
- Keep records of system configurations, user accounts, security policies, and software licenses.
- Generate regular reports on system performance, incidents, and improvements.
- Managing user identities, groups, roles, and access policies within Azure Active Directory.

- Managed Active Directory accounts by creating user profiles, resetting passwords.
- Deploying Kaspersky security software on servers, desktops, and mobile devices across the organization's network.
- Continuously monitoring the Kaspersky Security Center for virus detections, alerts, and system notifications. Investigating potential security incidents.
- Ensuring that all devices are up to date with virus definitions, scanning rules, and that no endpoints are left unprotected or out of compliance.
- Setting up and enforcing antivirus policies, including scan schedules, quarantine settings, exclusions, and actions upon detecting threats.
- Regularly auditing the performance of Kaspersky solutions across the network to ensure compliance with security policies and regulations.

Ensure Support Services India Limited - Help Desk Team Lead
Hyderbad, IN
08/2019 - 10/2022

- Trained new employees on support processes, procedures, and knowledge base.
- Monitored ticketing system for incoming requests from end users.
- Trained new staff members in troubleshooting procedures and the use of help desk tracking systems.
- Assessed customer bug reports and enhancement requests and prioritized development to streamline response.
- Maintained accurate records of all Help Desk activities including calls received, resolutions provided and follow-up actions taken.
- Reviewed support cases for technical and troubleshooting accuracy and identified needed process improvements.
- Monitored help desk to quickly deflect and resolve escalated issues from professionals.
- Managed daily operations of the Help Desk including assigning tickets, scheduling shifts and monitoring performance metrics.
- Assigned tasks and monitored performance of Help Desk personnel to ensure quality service delivery.

Zolon Tech - System Engineer-L1
Hyderbad, India
01/2016 - 08/2019

- Communicated with clients to understand system requirements.
- Assembling, disassembling, and troubleshooting of computer hardware devices.
- O.S and Software's Installation, Configuration & Upgrading.
- Installation, configuring, and maintaining Windows XP, Vista, Windows 7, 8, 8.1, and 10 • Installing, configuration, and maintenance of Microsoft products.
- Installation, configuring, and maintaining Windows XP, Vista, Windows 7, 8, 8.1, and 10.
- Installing, configuring, and maintaining Microsoft products. Installing, configuring, backing up, and troubleshooting M.S. Outlook.
- Desktop support level, including hardware, software, and networking issues.
- Creating profiles for users and customizing desktop settings as per company standards. Good at backing up and restoring user data.
- Good at backing up and restoring user data.
- Configuration and connectivity troubleshooting of LAN

Usine Tech - System Engineer-L1
Hyderbad, India
01/2013 - 12/2015

- Handled troubleshooting for software and hardware and promptly resolved issues.
- Provided technical guidance for system development and troubleshooting.
- Installing, configuring, backing up, and troubleshooting M.S. Outlook.
- Assembling, disassembling, and troubleshooting of computer hardware devices.
- O.S. and Software Installation, Configuration, and Upgrading.
- Installation, configuring, and maintaining Windows XP, Vista, Windows 7, 8, 8.1, and 10.
- Resolved escalated incidents reported by users involving application failures or other IT related issues promptly.
- Installed, configured, and maintained Windows Server operating systems.
- Handled troubleshooting tasks for Local Area Networks, Wide Area Networks, and voice systems to reduce network connectivity problems.
- Good in backup and restoration of user data.