**Dhanasekar Simpson**

**Remote infrastructure management**

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To face a challenging environment of the professional world, this provides me opportunities to alternatively route my career to achieve new heights with personal growth and development of the organization.

**Experience**

Sutherland Aug 2015 - PRESENT

**Sutherland Global Services, CHENNAI** Nov 2018- PRESENT

Sr. Associate in remote infrastructure management

* Create Incidents and Service Request with the help of Service Now Ticketing Tool.
* Level 1 & 2 support and troubleshooting for Remote users.
* Support to VIP and C-level company for troubleshooting for Remotly.
* Support Via voice, email and chat.
* Assist users remotely using SCCM and LogMeIn System.
* Manage computer accounts through Active Directory.
* Create/disable/delete users and laptop, maintain a stable infrastructure using Active Directory.
* Assign group, file level permissions, Unlock user account in Active Directory.
* Perform Computer and laptop OU Movement in Active Directory.
* Perform scripting administration tasks and reporting using PowerShell.
* Handling and Licensing Office 365 products such as O365, Ms Project, Visio, Power Bi in O365 Portal.
* Deploy laptops to new users.
* Implement server patches & application deployment.
* Deployed applications remotely using PDQ Deployment.
* Worked on a migration project to upgrade infrastructure from mozy backup software to carbonite backup software.
* Install and configure Avaya softphones.
* Install and configure Cisco Any connect, RSA Token
* Troubleshoot VPN issues.
* Install McAfee Enterprise Antivirus for desktops and laptops.
* Bring laptops from Non-Compliance to compliance by installing and troubleshooting SCCM Client and McAfee End-point-security.
* Handling Virus issue and InfoSec Violation issues (Pen drive access) and SOC violation.
* Backup and Restore files from carbonite and MozyPro cloud Backup.
* Good knowledge of MS Office products.
* Good knowledge in Active Directory.
* Handle product demos, implementation and trainings
* Skilled in good scripting practices and knowing how/when to utilizes PowerShell scripts.
* Ability to multi-task to address multiple and often conflicting priorities in a fast-paced environment.
* Basic knowledge of System Center Configuration Manager 2012.
* Maintained 1000+ Windows computers, including configuring and monitoring.
* Installed 200+ desktop computers during company-wide upgrade.
* Engage in voice, email and chat based support.
* Understand the application issue and analyze the needs of the users and provide timely solutions.

**Sutherland Healthcare solution, CHENNAI** Aug 2015- Nov 2018

Associate in Claim Adjudication.

Responsibility

* Provide Support in Resolving Networks Problem and troubleshooting of LAN Connectivity Issues.
* Successfully installed and configured Vaultize Backup system to the End.
* Responsible for Payment of Medi-claim.
* Closing the claims within the TAT period, Meeting client parameters.
* Worked on Automation to improve the process accuracy.
* Worked on Automation to decreases human efforts.
* Automation in Excel VBA and AutoIT Tool.

**Strengths**

* Positive attitude
* Hard Worker
* Creative skills
* Smart Thinking
* Work Dedication
* Leadership qualities
* Team Player
* Self-Motivated
* Honest

**Tools** **handled**

* Service Now
* O365 & its Apps
* Active Directory
* VPN-Cisco Anyconnect RSA & DUO Mobile
* McAfee EPO Admin
* MozyPro/Carbonite Endpoint
* LogMeIN
* SFB admin
* Avaya Softphone
* VM Ware
* SCCM
* PDQ

**Educational Qualification**

* B.C.A in computer science from S.I.V.E.T College, Gowriwakkam, Chennai in year 2015
* H.S.C from C.S.I. Corley Higher Secondary School, Tambaram, Chennai in year 2012
* S.S.L.C from C.S.I. Corley Higher Secondary School, Tambaram, Chennai in year 2010