

SHRENIK SALGUNA

AWS Cloud Solution Architect | ITIL Certified | 10 years experienced System Administrator/ IT Analyst



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Summary

Quality-driven Senior IT Support Administrator ITIL certified, AWS Certified Solutions Architect with 10 years of experience proactively taking measures to reduce and combat security threats, boost system reliability, and minimize unnecessary expenditures. I solve business problems by developing and designing ideas using technology, for eg. I build Power app solutions to solve business specific problems.

Current Role: IT Systems and Support Analyst at Gulf Cryo

Certification

- Microsoft Azure Fundamentals (2022)
- ManageEngine ServiceDesk Plus Product Associate (2022)
- AWS Certified Solutions Architect - Associate(2020)
- ITIL v4 Foundation Certified (2021)
- Product Management, Duke University (2020 upGrad)
- B. Tech Computer Science, VNIT-Nagpur (2012)
- IELTS General Band 8.0



Career Highlights

- Designed and developed from scratch, the IT ServiceDesk for managing Incidents and Service Requests by using SharePoint and Office365 tools such as MS Flow/Power Automate (for approvals)
- Cross-platform experience in systems administration, including analyzing, designing, installing, maintaining, and repairing hardware, software, peripherals, and networks
- Championed adoption of Office 365 and Microsoft Teams, transforming the productivity landscape into shared and collaborative workspaces.
- Identified the need for helpdesk solution, lead vendor selection process and implementation resulting in 96% first touch resolution rate in 3 months. Designed workflows, forms, processes for ManageEngine ServiceDesk plus.
- Improved Operations Management by deploying Zenput forms for NOC Team.
- Executed centralized patching for all infrastructure servers and security updates minimizing downtime and championed the migration of servers to Amazon Web Services (AWS).
- Support end-user technical issues by implementing skills in IT to handle computers, printer, mobile and software errors at the first level and provide expert-level solutions.
- Communicate effectively across various levels satisfying technology questions and develop exceptional relationships with co-workers, management, vendors and end-users.
- Deployed Cloud-based print management solution on AWS with Xerox Printers and YSoft Management Portal.
- Undertook tasks of setting up, installing and removing workstations, peripherals and software as needed. Designed and developed the IT process for On-Boarding, Off-Boarding of employees
- Deployed Meraki Switches and Access points across different sites.

Expertise

- Systems & Network Administration
- O365 Global Admin/Zenput/Cisco IP Phone & WebAccess Admin/AWS Solutions Architect
- HelpDesk Expert - Tier 3 lead - Desktops/Laptops/Printers/Networking devices
- SharePoint & Intranet Administration
- Mixed platform Environments - Windows & Mac OSx
- Experienced using Technical infrastructure (Windows Server 2012, CMS Web development, CCTV, Bio-metric systems)

- Solid credentials, including twice achieving employee of the year award.

- Excellent communication and problem-solving skills. Fluent in English, Hindi, Malayalam.

- Feel free to reach out to me at shrenikss@gmail.com/+966 50 948 2758

Experience

Information Technology Systems Analyst

Gulf Cryo

Oct 2020 - Present (1 year 8 months +)

- Plans, develops, installs, troubleshoots, maintains, and supports operating system and associated server hardware, software, and databases ensuring optimum system integrity, security, backup, and performance.

- Deployed MFP Solution for Printers

- Project Lead for ManageEngine ServiceDesk+ rollout, with customization, design, development of Incident Management, Asset Management, Contracts, and Project Management.

- Develop Intranet mobile/web applications on SharePoint to achieve Business goals. - IT asset inventory management, IT Automation for Approvals, Flows using Power Apps, and Power Automate.

- Performing the operational and preventive maintenance of backups, recovery procedures, and enforcing security and integrity controls.

- Troubleshooting and providing service support in diagnosing, resolving, and repairing server-related hardware and software malfunctions, encompassing workstations and communication infrastructure

- Preparing and maintaining documentation, policies, instructions, recording, detailing operational procedures and system logs.

- Ensuring that the design of computer sites allows all components to fit together and work properly, and monitoring and adjusting the performance of networks

- Continually surveying the current computer site(s) to determine future network needs and making recommendations for enhancements in the implementation of future servers and networks upgrade.

- Deployed CCTV and Thermal Cameras in multi-site locations.

- Upgrade of Cisco Switches and Access Points to Meraki.

System Administrator Specialist

Alamar Foods Company

Aug 2015 – Sep 2020 (5 years)

Operations and Support

- Global Admin of O365 Portal for 400+ users
- Management of Office365, SharePoint Portal and Intranet
- Management of Cisco Unified CM Console and Cisco Wifi Access Controller
- Design Zenput forms and Administration of ManageEngine Service Desk.

- Deployment of PC's, Screens, Printers & other equipment to users based at various sites and locations
- Prepare the induction program for new employees
- Developed the Intranet Self-Service Portal on SharePoint for IT, HR requests and approvals
- Procurement of IT hardware, software and maintenance products & services using Oracle ERP
- Provide Tier III/help-desk support per request from the company's users by investigating and troubleshooting issues using LogMeIn Technician Console.
- Manage Domain Controller Policy and Active Directory, deployment of software over the network.
- Manage and maintain security policies for users & user access privileges

Maintenance

- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities.
- Maintain data center environmental & monitoring equipment.
- Do systematic checks on all the computer-related equipment in the office including security equipment like CCTV cameras, DVR & bio-metric systems.
- Using Oracle ERP to create Purchase Requests, manage IT inventory & HR module administration

ServiceNow Administrator

- Adding users, groups, and roles
- Assignment of tickets and resolve issues using ServiceNow HelpDesk Portal
- Manage data with tables, configuration management database (CMDB), and import sets
- Working with two key ServiceNow process applications: Knowledge Base and Service Catalog
- Creating workflow activities and approvals

ServiceNow is changing the way people work. With a service-orientation toward the activities, tasks, and processes that make up day-to-day work life, we help the modern enterprise operate faster and be more scalable than ever before.

- Maintain and manage tickets providing technical helpdesk expertise support for the company.



IT System Administrator

AINapedh Technologies

Mar 2013 - Aug 2015 (2 years 6 months)

- Sole responsibility for design and set up of data center from scratch for a startup company
- Managed VPS (Web hosting), WHM cPanel, Administration & registration of web domains.
- Deploy and Administer Servers in the datacenter
- Manage and maintain Active Directory, Group Policies and troubleshoot network and technical issues
- Set up accounts and workstations for on-boarding of new employees
- Ensure security through backups, access controls and firewalls
- Build an internal wiki with technical documentation and IT policies
- Install and configure software, hardware like PCs, printers and other network devices
- Manage Passwords and identity management of all portals and manage user credentials
- Supporting the LANS, WANs, Internet and Intranet systems at workplace and ensuring its efficiency



Technical Support Officer

Convergys

Sep 2012 - Nov 2012 (3 months)

- Troubleshoot desktop related issues regarding Windows 8/10
- Troubleshoot network related issues of all Windows platforms like Windows XP, Vista, Windows 7 and Windows 8/10.
- Installation and basic troubleshooting of issues in Windows 8/10 by closing incidents through outbound calls.

Education



Visvesvaraya National Institute of Technology

B.Tech, Computer Science and Engineering

2008 - 2012

V-LIVE – College Community Website Development

<http://live.vnit.ac.in>

Member of the development team for the college community website.

Development in the Joomla CMS platform.

Administrator of the Community Builder and User Management Interface.

Bass Guitarist of Morphine, Web Administrator of V-live (College Community Website)

Licenses & Certifications



Introduction to the Art of Negotiation - Alison Online Certification

1746524



Building a Note-Taking App for Windows Phone 8 and Windows Store - Lynda.com

435F64



ITIL® 2011 Foundation, 9980040891331058 - AXELOS Global Best Practice

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Technical Support Fundamentals - Coursera Course Certificates

285L6CWMJR4F



Learning PowerShell Integrated Scripting Environment - LinkedIn



Community Immunity Ambassador Program for COVID-19 - Mohammed Bin Rashid

University of Medicine and Health Sciences (MBRU)



Time Management: Working from Home – LinkedIn



Microsoft Teams Tips and Tricks - LinkedIn



Amazon Web Services Solutions Architect Associate - Amazon Web Services (AWS)

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Honors & Awards



Best Table Topic Speaker Award - Toastmasters International

Oct 2007

Taj Toastmasters Club



Employee Appreciation Award - Alamar Foods Company

Jun 2016



Employee Appreciation Award - Alamar Foods Company

Dec 2017

Skills

Office 365 • SharePoint • Amazon Web Services (AWS) • System Administration • Technical Support • ITIL Certified • Network Administration • Helpdesk • Product Management • Wireframing