

Sakshi Maan

SR. SYSTEM ADMINISTRATOR

Noida

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Sakshimaan6@gmail.com

ABOUT ME

Experienced IT professional with over 5 years of expertise in managing and troubleshooting IT infrastructures. Skilled in technologies such as Active Directory, Office 365, desktop troubleshooting, and user management. Adept at providing technical support and ensuring system efficiency. Strong problem-solving abilities with a focus on delivering seamless IT solutions to enhance organizational productivity

WORK EXPERIENCE

SR. SYSTEM ADMINISTRATOR

Nov 2024 – Present

INNOVATIA PVT. LTD, BANGALORE (REMOTE)

Provided end-user support for desktop operating systems, troubleshooting, and user management across Active Directory and Office 365 environments.

Creating users in O365, assigning licenses, helping with setting up authentication method, Managing shared mailbox and distribution lists.

Managing and Installing Network printers and shared printers.

Basic Troubleshooting of Windows Desktop Issues like Clean Boot, BSOD, POST, and Slow Performance.

Handled DNS & DHCP server management, email antimalware configuration.

Worked on ConnectWise Manage, ScreenConnect & Automate to maintain ticket life cycles and resolve L1/L2 technical support tickets efficiently.

Documented processes and maintained system documentation in IT Glue and KB Articles to enhance team collaboration and knowledge sharing.

Troubleshoot application-level issues for clients (e.g., Outlook, Teams, Eagle soft, Dentrix, Dexis), working with cross-functional teams to resolve platform-specific issues.

SYSTEM ADMINISTRATOR

August 2023 – Nov 2024

IT BY DESIGN, NOIDA

Provided end-user support for desktop operating systems, troubleshooting, and user management across Active Directory and Office 365 environments.

Handled DNS & DHCP server management, email antimalware configuration.

Worked on ConnectWise Manage & Automate to maintain ticket life cycles and resolve L1/L2 technical support tickets efficiently.

Documented processes and maintained system documentation in IT Glue to enhance team collaboration and knowledge sharing.

Troubleshoot application-level issues for clients, working with cross-functional teams to resolve platform-specific issues.

Sr. Support Executive

July 2022 - August 2023

Tech Mahindra, Noida

- ♦ Creating Users in Active Directory, Resetting and Unlocking User Passwords.
- ♦ Creating Users in Office 365, Assigning Licenses and Enabling SSO, SSPR, Block Sign-In, Adding or Removing Users in the Distribution List and Shared Mailbox.
- ♦ Basic Troubleshooting of Windows Desktop Issues like Clean Boot, BSOD, POST, and Slow Performance.
- ♦ Performed basic troubleshooting on Outlook Email Client for Outlook not responding, Unable to Send/Receive the Emails, and Creating Outlook Profiles.
- ♦ Performed Internet Troubleshooting using Ping, and IPCONFIG Commands.

Customer Support Executive

EbixCash Pvt. Ltd, Noida

September 2019 - December 2021

Creating and Managing Customer Queries.

Arrange Calls with the Doctors.

Provide refunds to the Users.

Creating Users in Active Directory, Resetting and Unlocking User Passwords.

Creating Users in Office 365, Assigning Licenses and Enabling SSO, SSPR, Block Sign-In, Adding or Removing Users in the Distribution List and Shared Mailbox.

Basic Troubleshooting of Windows Desktop Issues like Clean Boot, BSOD, POST, and Slow Performance.

CORE COMPETENCIES

End User Support: Hardware and Software Support, MS Office Application Support, Desktop Connectivity Support, Third Party Application Support.

Office 365: User Mailbox Administration, Exchange Online, Mail Flow

Active Directory: User Administration, Group Policy Management, FSMO Roles

KEY STRENGTHS

Proven expertise in troubleshooting complex application and deployment issues.

Strong leadership skills, mentoring junior engineers and handling escalations effectively.

Proficient in cloud technologies, including Azure and AWS, with hands-on experience in application support.

Fast learner with a focus on continuous improvement and process optimization.

Confident and hard working

Polite & Disciplined

Ability to work in stressed situation

Quick learner

Keen observer

EDUCATION

B.C.A

2019-2022

Glocal University, Saharanpur, U.P

HOBBIES

- Anime, Dance, Art & DIY Crafts, Gardening

