

# Nakshtra Yadav

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## Career Objective

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Detail-oriented and analytical IT professional with over 3 years of experience in system administration, network engineering, and IT support. Proven expertise in managing enterprise-level Microsoft 365 environments, including Microsoft Entra, Intune, Exchange Online, and SharePoint. Adept at identity and access management, system provisioning, compliance documentation (ISO 27001), and process automation using PowerShell. Currently completing a Professional Year program to further align with Australian workplace standards.

## Technical Skills

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<b>Programming Languages:</b>	HTML, CSS, Bat/PowerShell
<b>Computer Systems:</b>	Windows 7/10/11, MacOS, Linux Ubuntu/Kali/RedHat
<b>Cloud Computing:</b>	Amazon Web Services, MS Azure – Intune, Entra id, etc.
<b>Computer Software:</b>	Microsoft Office (Word, Excel, PowerPoint, Power BI, Visio), Adobe Creative Cloud
<b>System Backup:</b>	Veeam Backup and Replication 12
<b>Testing, Support and Management:</b>	System Testing, Firewall Testing Management, Network Configuration, Network Troubleshooting, VPN Testing and Management, Windows Administration, VPN Configuration, Log Analysis, System Troubleshooting, Software Installation, Desktop support, Remote Support, Incident Management, Server maintenance, VoIP Systems, ITIL Processes, Desktop support, Remote Support

## Education

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<b>Professional Year</b> Performance Education, Melbourne <i>Key Subjects: Australian Business Culture and Environment, Achieving Career Success, Australian Workplace Skills, and Professional Business Communication</i>	<b>03/2024 - Present</b>
<b>Bachelor of Computer Science</b> Swinburne University, Melbourne <i>Key learning areas included: Network Design, Network Monitoring, Cisco Networking, Network Security and Resilience</i>	<b>02/2021 – 12/2023</b>

## Employment History

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<b>IT Systems Administrator</b> Results Direct, Melbourne <ul style="list-style-type: none"><li>• Providing technical support for all tickets from levels 1-3.</li><li>• Managing and setting policies for Watchguard (Firewall).</li><li>• Managing Backup system on-premises.</li><li>• Preparing and managing all documents for ISO 27001.</li></ul>	<b>11/2023 - Present</b>
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- Creating PowerShell scripts to automate processes and other projects.
- Using Veeam Backup and Replication 12 to manage backups and restore them.
- Talking with MSPs to troubleshoot the technical Issues
- Working with the ticketing system.
- Provided in-house end-user support, troubleshooting hardware and software issues
- Monitored server health and performance, proactively identifying and resolving potential issues
- Managing all the Computers and using SCCM for monitoring all computers.
- Maintained and upgraded VMware virtual infrastructure for optimal performance
- Implemented Veeam Backup & Replication 12, ensuring data integrity and facilitating rapid disaster recovery
- Managed all computers using SCCM for deployment, updates, and patching
- Using Protégé for Security system.
- Coordinated data backup strategies, safeguarding critical business information from loss or damage due to unforeseen events.
- Installed, configured, tested and maintained operating systems, application software, and system management tools.
- Knowledge of PBRs, SSRS, SQL Server

### **Network Engineer**

**02/2023 – 11/2023**

Swinburne University, Melbourne

- Assisting with the implementation and support of network monitoring tools.
- Providing network support services for devices such as hubs, bridges, routers, and other hardware.
- Troubleshooting complex multi-vendor network service provider issues.
- Managing quality documentation and participating in internal and external quality audits.
- Following quality standards and procedures to minimize errors and maximize customer satisfaction.
- Managing, tracking, and coordinating problem resolution and escalation processes.
- Managed vendor relationships to negotiate contracts, procure equipment, and receive timely technical support when needed.
- Designed and deployed scalable network infrastructure for increased efficiency and reliability.
- Boosted system availability by conducting regular maintenance tasks, including firmware updates and hardware replacements.

### **IT Network Administrator**

**04/2021 – 12/2021**

ASN, India

- Implemented and managed network policies and connections, ensuring secure and reliable network operations.
- Providing network support services for devices such as hubs, bridges, routers, and other hardware.
- Maintaining Daily, Weekly, and Monthly backups.
- Implementing changes to the network infrastructure.
- Managing all the Computers, using SCCM for monitoring all computers.
- Manually Applying Updates and patches to the network.
- Provided technical support for network devices, resolving user connectivity issues and maintaining uptime for critical business applications.
- Provided complete end-to-end engineering and installation of route-based IP network solutions.
- Monitored network capacity and performance to diagnose and resolve complex network problems.
- Provided network support services for devices such as hubs, bridges, routers, and other hardware.

- Integrated fixed wireless connectivity into facilities requiring high-speed networks.
- Created VPN infrastructure and allowed for secure remote connections.

## **Personal Attributes**

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- Conflict Management: Quick Learner in solving conflicts among IT teams.
- Communication: Developing clear documentation skills and learning effective stakeholder communication in IT project management.
- Critical Thinking: Demonstrating a proactive and unconventional approach to troubleshooting and devising innovative solutions as a newcomer to IT systems administration.
- Time Management: Excellent time management skills, prioritising tasks efficiently and meeting deadlines consistently

## **Certifications**

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- AWS - Cloud Solutions Architect
- Google – System Administration and IT Infrastructure Services
- ITIL Foundation (In Progress)

## **References**

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Available upon request