SATHEESH KUMAR

IT Support Engineer

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PROFESSIONAL SUMMARY

Motivated and results-driven IT support engineer with hands-on experience specializing in providing Level 1 and Level 2 technical support for hardware, software, and network systems in a fast-paced corporate environment. Proven ability to quickly diagnose and resolve complex technical issues, resulting in first call resolution rate and high user satisfaction. Eager to leverage expertise in Windows server, active directory, service now and administration to contribute to a secure and efficient IT infrastructure.

EXPERIENCE

It Support Engineer   11/2023 - 08/2025

Hi-Focus Electronics India Private Limited   Chennai, India

- Managed and resolved L1 support tickets via ServiceNow, consistently meeting a service levels agreement (SLA) of 98% for response time.
- Troubleshot and resolved complex network connectivity issues (TCP/IP, DNS, DHCP, VPN) across a multi-site network infrastructure utilizing Cisco and Ubiquiti hardware.
- Administered active directory user accounts, security groups, and Group Policy Objects (GPOs) for employees, ensuring secure and consistent access controls.
- Developed detailed documentation for complex technical issues, resulting in streamlined resolution processes for the team.
- Install, configure, deploy, and troubleshoot new employee workstations (laptops, desktops). Perform break/fix tasks, including component replacement and device imaging.
- Conducted regular end-user training on new technologies, elevating employee technology adoption rates by 40%.
- Assist users with software applications, guiding them through troubleshooting steps and providing training as needed.
- Manage network security by implementing best practices and ensuring compliance with industry standards.
- Firewall Administration and configure firewall rules, NAT, security profiles, and traffic policies

Technical support executive   03/2023 - 09/2023

Matrimony   Chennai, India

- Provided desktop and remote support for hardware, software, and peripheral devices for 50+ internal staff.
- Managed the inventory of IT assets, including procurement, deployment, and decommissioning of laptops, monitors, and networking gear.
- Assisted in the installation and maintenance of network hardware systems, ensuring optimal performance and minimal downtime.
- Manage onboarding/off boarding tasks (creating/deactivating user accounts).
- Keep detailed records of customer interactions, problems, and resolutions in a support database.
- Install, configure, deploy, and troubleshoot new employee workstations (laptops, desktops). Perform break/fix tasks, including component replacement and device imaging.
- Collaborate with clients to identify and resolve technical issues while maintaining a high level of customer satisfaction.
- Provide timely support through various channels, including phone, email, and chat, ensuring a seamless user experience.
- Data Backup & Recovery. Manage daily, weekly, and monthly backup operations. Ensure data integrity, recovery readiness, and secure storage.
- Collaborate with cross-functional teams to escalate complex issues, ensuring timely resolutions and enhanced user satisfaction.

EDUCATION

Bachelor of Science in computer maths   06/2019 - 05/2022

Syed ammal arts and science   Ramanathapuram, Tamil Nadu, India

Higher secondary - HSC   06/2017 - 05/2019

Syed ammal higher secondary school   Ramanathapuram, Tamil Nadu, India

KEY SKILLS

Windows operating system
Hardware troubleshooting
Ticketing system
Microsoft Office suite
Active directory
Windows server
TCP/IP, DNS, DHCP
Help desk support
Document & report preparation
Wifi & connectivity
Network troubleshooting
Routers and switches
Firewall

COURSES

CCNA - Certification

Provided by PUMO TECHNOVIATION-Chennai, Fundamental of networking and Cisco devices and covering essential IT skills in troubleshooting and problem-solving.

LANGUAGES

| English | Advanced | ●●●●○ |
| Tamil | Native | ●●●●● |

ADDITIONAL SKILLS

Customer service
Problem-solving
Teamwork
Excellent communication
Time management
Documentation

PERSONAL INFORMATION & JOB PREFERENCE

Date of Birth : 09/01/2003

Nationality   : Indian

Visa Status   : Visit Visa | Available for immediate joining

Location
Preference   : Any

Current
Location   : Dubai , UAE