

Abhijith M

IT Analyst | Sr System Administrator | End User Computing

✉ abhijith.mohanan@hotmail.com ☎ 9074342423 📍 Kollam, Kerala

🌐 <https://www.linkedin.com/in/abhijithmohanan/>

PROFILE

Detail-oriented and proactive IT Analyst with over 6 years of experience managing enterprise IT environments, with core expertise in Intune, Nexthink, and end-user computing (EUC) technologies. Proven hands-on knowledge of enterprise systems support, infrastructure administration, endpoint compliance, and digital experience monitoring. Adept at resolving complex technical issues, automating operational processes, and providing subject matter expertise in supporting SaaS platforms across cloud and hybrid environments.

TECHNICAL SKILLS

- Windows 10/11 Deployment • Imaging • Windows Autopilot • OS Migration & Upgrade
- Azure AD • GPO • Compliance Policy Configuration • Image Testing
- Nexthink Digital Experience Monitoring | Remote Actions | Campaigns | Investigations
- Microsoft Intune | Autopilot | BitLocker | Compliance Policies | PowerShell (Basic)
- JAMF Pro for macOS Device Management | FileVault Key Recovery | Command Execution
- M365 Suite | Azure AD | Conditional Access | MFA | Exchange Online
- Incident & Problem Management | Change Management | ServiceNow | ITIL Concepts
- Environment Provisioning | Performance Monitoring | Cloud Operations (Basic Exposure)
- Windows & macOS Administration | Troubleshooting | Endpoint Hardening

PROFESSIONAL EXPERIENCE

TCS - Tata Consultancy Services,

2024 Mar – present

IT Analyst | Client - Paypal

Carmelaram, Bangalore, India

- Provides subject matter expertise and operational support for enterprise endpoints, including M365 SaaS tools and Intune-managed devices.
- Leads Nexthink investigations and performance monitoring for 5,000+ endpoints, identifying root causes for performance degradation.
- Provided Level 2-3 support for OS issues, hardware compatibility, and software packaging.
- Works closely with infrastructure and support teams to provision and monitor endpoint environments.
- Executes PowerShell-based automation for minor configurations and compliance checks.
- Provide L2/L3 technical support for enterprise-level users and internal applications, collaborating with differnet teams on escalated issues.
- Perform log analysis using tools like Nexthink and assist with incident troubleshooting via browser logs, console errors, and network traces.
- Handle application-related tickets and production support issues, engaging with SMEs and developers to drive resolution.

- Coordinate during high-priority incidents, join bridge calls, and ensure proper stakeholder communication until closure.
- Use ServiceNow for ticket lifecycle management, RCA documentation, and change coordination under ITIL framework.

ICON PLC (ICON Clinical Research India),
IT Support Engineer II

2019 Dec – 2024 Mar |
Thiruvananthapuram, India

- Managed incident, problem, and change management processes, ensuring adherence to ITIL best practices.
- Contributed to a large-scale desktop support project transition involving 5000+ devices.
- Acted as Major Incident Manager (MIM) during high-impact outages, driving quick resolution and executive communication.
- Led vendor performance reviews, ensuring third-party service providers met defined SLAs/KPIs.
- Coordinated with ITIL process owners, support teams, and leadership to enhance service quality and minimize downtime.
- Provided end-user support for Windows, Microsoft Intune, Active Directory, and M365 applications.
- Developed knowledge base articles and SOPs for recurring issues, improving resolution time and first-call fix rate.
- Ensure compliance with company IT policies, standards, and industry best practices.
- Communicate incident updates and resolution status to stakeholders to ensure transparency.
- Participate in continuous improvement initiatives aimed at enhancing IT service delivery.
- Support hardware/software deployment, account management, and user access control.

AFORESERVE.COM LTD,
Retainer Engineer / Technical Support Engineer

2018 Oct – 2019 Dec | Ernakulam

- Delivered Level 1 technical support for hardware/software issues ensuring prompt resolution.
- Assisted in device deployment, application setup, and network configuration.
- Maintained accurate service records and escalated critical incidents to higher-level engineers.

SOFT SKILLS:

Problem-Solving & Critical Thinking — Communication & Collaboration | Customer Service Orientation | Adaptability & Learning Agility | Time Management & Prioritization | Attention to Detail Leadership & Teamwork | Process Improvement & Proactiveness

EDUCATION

IGNOU, BCA - Bachelor of Computer Applications
2022 – present | Distance education

N. S. S. Polytechnic College, Pandalam,
Diploma- Computer Engineering
2014 May – 2018 May | Pandalam, Pathanamthitta

LANGUAGES

Malayalam	● ● ● ● ●
English	● ● ● ● ●
Tamil	● ● ● ● ●
Hindi	● ● ● ● ●

CERTIFICATES

Google IT Support Professional [↗](#)

Coursera

Certified Network Security Practitioner (CNSP)

The SecOps Group

Certified Nexthink Professional in IT Support [↗](#)

Nexthink

Certified Nexthink Associate [↗](#)

Nexthink