ALAGU RAGUL M

IT Support Engineer | L1/L2 | Windows, AD, Networking

Tamil Nadu, India | +91 78457 14920 | ragulmariyappan@gmail.com
LinkedIn: https://www.linkedin.com/in/alagu-ragul-it
GitHub: https://alaguragul-git.github.io/IT/

PROFESSIONAL SUMMARY

IT Support Engineer with hands-on L1/L2 experience supporting enterprise users in corporate environments. Proven ability to handle high-volume ticket queues, resolve hardware, OS, network, and email issues within SLA, and reduce downtime through structured troubleshooting. Experienced in Active Directory user management, endpoint support, vendor coordination, and IT asset management. Strong at root-cause analysis and documentation. Seeking growth toward IT operations/ senior desktop support roles.

CORE SKILLS

Operating Systems: Windows 10/11, Windows Server (User & basic admin tasks), macOS (basic)
IT Support: L1/L2 Support, Service Desk Operations, Incident & Request Management, SLA Compliance, Remote & Onsite Support
Hardware: Desktops, Laptops, Printers, Scanners, Peripherals
Networking: LAN/WAN, TCP/IP, DNS, DHCP, Wi-Fi, VPN Troubleshooting
Tools: Microsoft 365, Outlook (PST/OST), Remote Desktop, AnyDesk, TeamViewer
IT Operations: Active Directory (User & Group Management), Antivirus Monitoring, Patch Management, IT Asset Management, Vendor Coordination

---

PROFESSIONAL EXPERIENCE

IT Support Engineer

Ahluwalia Contracts (India) Ltd. – Mumbai
April 2024 – Present

- Act as first point of contact for IT support, resolving L1/L2 incidents related to hardware, Windows OS, applications, email, and network connectivity.
- Handle high-volume service requests and incidents via email and service desk tools while consistently meeting SLA targets.

- Install, configure, and troubleshoot Windows 10/11 systems, MS Office, Outlook, and end-user applications.
- Manage Active Directory tasks including user creation, password resets, access permissions, and basic group management.
- Diagnose and resolve LAN, Wi-Fi, VPN, DNS, and DHCP connectivity issues to minimize user downtime.
- Provide remote and onsite support using AnyDesk, TeamViewer, and Remote Desktop.
- Support enterprise email platforms including Zimbra and Exchange (basic troubleshooting).
- Perform endpoint security tasks such as antivirus monitoring, patch updates, and system health checks.
- Coordinate with vendors, OEMs, and ISPs for hardware replacements, warranty claims, and network escalations.
- Assist in root cause analysis (RCA) for recurring issues and document permanent fixes.
- Maintain IT asset records, SOPs, technical documentation, and knowledge base articles.
- Support employee onboarding and offboarding by provisioning system access and configuring devices.

Key Achievement

- Successfully planned and supported end-to-end IT infrastructure setup for a new site office, including LAN configuration, switch connectivity, system deployment, printer setup, IP configuration, and Active Directory user provisioning. Ensured smooth operational go-live with minimal post-deployment issues.

EDUCATION

Master of Business Administration (MBA) – Financial Management
Alagappa University | Dec 2024 | CGPA: 7.0

Bachelor of Computer Applications (BCA)
Kalasalingam Academy of Research and Education | Jun 2021 | CGPA: 6.83

CERTIFICATIONS

- CCNA – Networking Fundamentals

ADDITIONAL INFORMATION

- Languages: English, Tamil, Hindi
- Notice Period: 30 Days