Gokul Ganesan

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in www.linkedin.com/in/gokul-g15

Profile

Motivated IT Infrastructure Support professional with expertise in incident management, ticket resolution, infrastructure monitoring, and root cause analysis. Seeking to leverage technical skills in IT operations and production support to excel as a **DevOps Engineer**.

Professional Experience

Associate Engineer- IT Infrastructure, *Orion Innovation*   2022/12 — present | chennai

- Resolved technical issues related to IT infrastructure, including hardware, software, and network problems.
- Managed and responded to tickets on ServiceNow, ensuring timely resolution and meeting SLA targets.
- Collaborated with internal teams, including development, operations, and security, to resolve complex technical issues.
- Conducted root cause analysis to identify and resolve recurring technical issues.
- Participated in on-call rotations, providing 24/7 support for critical IT infrastructure.

Education

B.sc aeronautical science,   2019/04 — 2022/06 | Coimbatore
Nehru college of aeronautics and applied science
73.9%

Higher secondary, *Voc matriculation hr sec school*   2018/04 — 2019/04 | Paramakudi
55%

State board, *Voc.matriculation hr sec school*   2016/04 — 2017/05 | Paramakudi
79.9%

Certificates

Microsoft Certified: Azure Fundamentals (AZ-900)

Google UX Design Professional Certificate   **IATA Customer Service**

Google IT Support Professional

Languages

Tamil   English

Skills

Operating Systems: Windows, Linux, macOS

Cloud Computing: AWS, Azure

Automation & Deployment Tools: MDT (Microsoft Deployment Toolkit), Ansible, PowerShell

Ticketing Systems: ServiceNow, Zendesk

TCP/IP, DNS, DHCP

Career

- 3+ years of experience in IT Infrastructure and Operations Support.
- Strong understanding of Incident Management, Ticketing Systems, and Root Cause Analysis.
- Familiar with Cloud platforms and Automation tools.
- Flexible to work in 24/7 rotational shifts and on-call support.
- Performed Windows OS upgrades using Microsoft Deployment Toolkit (MDT), ensuring zero data loss and minimal downtime across enterprise systems.

Declaration

I hereby declare that the above information is true to the best of my knowledge.

Gokul Ganesan