SURESH K
SENIOR IT SUPPORT ENGINEER

CONTACT

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📍 Bengaluru, INDIA

✉ starsuresh93@gmail.com

💼 7 Years 0 Month of experience

EDUCATION

● 2016

MCA - Computers

Bhartiyar University, Coimbatore

Grade - 63%

● 2013

B.Sc - Computers

Periyar University

Grade - 60%

KEYSKILLS

windows administration

System Administration

Linux Engineer

Macintosh

microsoft azure

linux

application support

PROFILE SUMMARY

With 7 years of experience in IT support, I have excelled in providing end-user support for Windows, Linux, and Macintosh systems. Skilled in monitoring infrastructure, troubleshooting issues proactively, and managing IT assets efficiently. Proficient in deploying and managing devices using Jamf for seamless operations. Experienced in facilitating user on-boardingoff-boarding processes for smooth transitions.

WORK EXPERIENCE

2024 - Present

● **Senior IT Support Engineer Tesco**

Provided L2 support for Mac OS to end-users, ensuring smooth system functioning, and supported Jamf and asset management to optimize Mac OS usage. I resolved Windows and Mac OS issues within agreed SLAs, maintaining high user satisfaction, while managing Exchange, Active Directory, and SCOM monitoring for seamless operations. Additionally, I served as deputy shift lead for Network Monitoring, demonstrating strong leadership and decision-making skills

2023 - 2024

● **IT Support Engineer Amazon Amazon**

Onsite IT support for Windows, Linux, and Macintosh operating systems, conducting installation support for infrastructure and OS deployments. I monitored

infrastructure to ensure smooth operations, proactively troubleshooting issues, and efficiently resolved end-user escalation tickets. Additionally, I managed IT assets for optimal inventory utilization, enrolled devices via Jamf for streamlined management, and facilitated seamless user onboarding and offboarding processes.

2023 - 2023

Senior Support Engineer
Infinite IT Solutions

Provided end user support for Windows operating systems, ensuring seamless

2022 - 2023

Process Lead IT
Bosch Global Software Technologies

Managed Windows Active Directory and Microsoft 365 to ensure seamless operation and security.

2020 - 2022

IT Support Analyst 2
SoftwareOne

L1 and L2 support for Windows and Mac OS to end users, consistently resolving issues within agreed SLAs to ensure high satisfaction. Additionally, I managed critical systems including Exchange, Active Directory, and SCOM monitoring, while also serving as deputy shift lead for Network Monitoring, demonstrating leadership in overseeing operations

2018 - 2020

IT Associate
Oloop Technology Solutions

During my tenure at Mindtree, I served as an IT support specialist, delivering Windows end-user support, managing Active Directory and Exchange operations, and overseeing Intune administration to ensure efficient device management and security compliance

2016 - 2018

IT ERP Executive

Council of Scientific & Industrial Research (CSIR)

Worked as IT support Windows support and ERP application support role. Managin the IT assest and Network Monitoring