ASHA M

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CAREER OBJECTIVE

IT support Engineer with 6.5 years of experience, skilled in implementing windows, MAC and cloud solutions. Expertise in planning, installing, configuring, troubleshooting and optimizing IT infrastructure for high availability and performance. Proven ability to enhance performance and productivity by setting realistic goals & enforcing deadlines

PROFESSIONAL EXPERIENCE

- **Technical Analyst** at **Intuit** from 27 Sep 2024 – 31 March 2025
- **IT Support Engineer** at **Amazon** from 22 Nov 2021 – 20 June 2024
- **Senior process associate** at **TCS** from 11 Nov 2019 - 15th Oct 2021
- **System administrator** at **Wipro** as from 01 Jan 2018 - 05 Oct 2019

PROFESSIONAL SUMMARY

- IT Support Engineer with 6.5 years of solid experience in ITIL framework and strong problem-solving skills.
- Excellent technical support for windows, Mac environments and Mobile Devices (IOS/android). Proficiency in handling the end users globally, troubleshooting and resolving technical issues via phone, chat and remote control with customer focus skills.
- Solid Experience on M365 administrative tasks, Active Directory, Group policy, SCCM, LDAP, Google workspace, Google cloud platform (GCP), MDM, Microsoft Intune, JAMF, Microsoft Azure and identity management tools (OKTA, AD, SAML, Ping ID)
- Good Knowledge on Linux OS, AWS, Microsoft azure cloud environments and PowerShell – Bash scripting.
- Pleasant experience in enterprise Saas applications (GSuite, slack, zoom, O365 etc)
- Expertise in network fundamentals TCP/IP, DNS, DHCP, VPN, Firewalls, Printers & asset management.
- Proven ability to collaborate with global teams, vendors and stakeholders for incident resolution and service improvement.

- Experienced in monitoring and managing SLA, ensuring timely resolution of incidents and consistent delivery in high demand environments.
- Developing knowledge-based articles and professional in ticket documentation and providing timely updates on pending tickets.
- Coordinated and handled escalations from Tier1, executives & customer success teams to drive fast resolution and transparent communication.
- Help in team problem solving activities, guide technical discussions, providing trainings and foster a collaborative environment. Apply critical thinking and analysis to drive effective solutions & small projects.
- Multitasking, Strong, professionally spoken and written language skills and enthusiastic for learning technical skills.

ACADEMIC QUALIFICATION

- Class X from Grammar Public school, 2010
- Class XII Krupa Nidhi pre-university, 2012
- B.E – Electronics and communications Engineering from VTU University, 2017

CERTIFICATIONS

- Microsoft 365 Certified Endpoint Administrator
- System Administrations and IT infrastructure services
- ITIL Foundation level

PERSONAL DETAILS

Gender: Female
Date of Birth: 5th January 1996
Nationality: Indian
Languages: English, Hindi, Kannada & Tamil

DECLARATION

I, Asha M do hereby confirm that the information given above is true to the best of my knowledge.

Place: Bengaluru