Maryam Suhana

NSW, Australia (on spouse visa with full work rights, available immediately)
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Professional Summary

IT Support Engineer with 3+ years of enterprise experience at VMware/Broadcom, specializing in technical troubleshooting, Microsoft 365, virtualization, and IT service management. Skilled in resolving end-user issues, managing tickets, and delivering high-quality customer support across Windows, Linux, and cloud environments. Certified in Microsoft 365 and VMware, with strong communication skills and proven ability to work independently or in a team.

Technical Skills

- User & System Support: Microsoft 365, Windows, Linux, Active Directory
- Cloud & Virtualization: VMware vSphere, vCenter, ESXi, AWS (Fundamentals)
- Networking & Security: TCP/IP, DNS, VPN, Firewalls, Wireshark
- Ticketing & ITSM: Salesforce, Jira, Incident Management, SLA Adherence
- Troubleshooting Tools: Log Analysis, PowerCLI, REST APIs
- Scripting & Databases: Python, Bash, MySQL, PostgreSQL

Professional Experience

VMware by Broadcom – Bangalore, India

Technical Support Engineer | Sep 2023 – Jan 2025

- Delivered Tier 1–4 technical support for VMware virtualization and cloud products.
- Resolved critical incidents in vSphere, vSAN, and NSX environments, ensuring minimal downtime.
- Supported hybrid cloud migration (VMC on AWS, HCX).
- Troubleshot Linux systems via CLI; optimized database performance (PostgreSQL, MySQL).
- Used REST APIs for automation and troubleshooting, improving system efficiency.

VMware Software Pvt. Ltd. – Bangalore, India

Technical Support Engineer | Nov 2021 – Sep 2023

- Provided IT support for issues including VM crashes, vCenter renewals, and reboots (90% first-contact resolution).

- Monitored and patched Linux/Windows systems; supported end-user environments.
- Managed tickets via Salesforce, Jira, Bugzilla, ensuring SLA compliance (100%).
- Performed network troubleshooting with Wireshark (packet capture).
- Mentored junior engineers and authored global knowledge base articles.

Education

MBA in Data Science (In progress)
Amity University Online | 2024–2026

Bachelor of Engineering in Computer Science
St. Joseph Engineering College, India | 2017–2021 | CGPA: 8.77

Certifications

- Microsoft 365 Certified: Fundamentals (MS-900) - 2025
- VMware Certified Professional – Data Center Virtualization (VCP-DCV)
- VMware Certified Advanced Professional – DCV Design (VCAP)
- MTA: Introduction to Programming Using Python

Projects

- Sentiment Analysis – Built ML model (SVM) with 93% accuracy.
- Inventory Billing Desktop App – Developed in Java + Oracle DB for stock management.
- E-commerce Website – Designed using HTML, CSS, PHP.