

Maryam Suhana

Technical Support Engineer | Cloud & Virtualization Specialist

Location: Cooma, NSW (on spouse visa with full work rights, available immediately)

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Professional Summary

Technical Support Engineer with over 3 years of experience providing enterprise-level support at VMware/Broadcom. Skilled in cloud infrastructure, virtualization (vSphere, vSAN, NSX), and technical troubleshooting across Linux and Windows environments. Proven ability to resolve critical incidents, collaborate cross-functionally, and deliver high customer satisfaction. Currently pursuing an MBA in Data Science, with a keen interest in combining IT support and analytics to drive smarter operations. Actively seeking IT support roles in Australia—remote or on-site—with immediate availability.

Professional Experience

VMware by Broadcom– Bangalore, India

Technical Support Engineer

Sep 2023 – Jan 2025

- Delivered Tier 1–Tier 4 enterprise support for VMware’s virtualization and cloud products, ensuring timely resolution of critical infrastructure issues.
- Analyzed environmental issues by performing log analysis and collaborating with internal teams, leading to a reduction in resolution times for incidents.
- Conducted in-depth troubleshooting of VCF components, such as NSX, vSphere, vSAN, and SDDC Manager, which improved system performance and reliability
- Understanding and knowledge of cloud migration which includes VMC on AWS, HCX
- Utilized CLI for Linux troubleshooting, enhancing my skill set and enabling me to address issues independently
- Employed REST APIs for troubleshooting, improving inventory management efficiency
- Worked with databases like PostgreSQL and MySQL, optimizing data retrieval processes

VMware Software Pvt. Ltd. – Bangalore, India

Technical Support Engineer

Nov 2021 – Sep 2023

- Provided support for a wide range of issues, including virtual machine crashes, vCenter certificate renewals, and unexpected VM reboots, achieving a 90% resolution rate on the first contact.
- Conducted packet capture analysis using Wireshark, which helped identify and resolve network-related issues, reducing troubleshooting time by
- Engaged with product development teams to report bugs and suggest enhancements, contributing to improvement in product functionality based on user feedback

- Worked independently to resolve escalations from customers and TSEs, maintaining SLA compliance for 100% of support requests and significantly improving customer satisfaction
- Created and updated knowledge articles for global circulation, which enhanced the knowledge base and streamlined issue resolution for future support requests
- Utilized Salesforce as the CRM to track and manage customer interactions, achieving a 95% customer satisfaction rate through timely and effective communication and managed internal tickets and workflows using Jira and Bugzilla, improving response times and facilitating efficient issue
- Excellent knowledge on Linux system, monitoring Virtual machines, containers, patching in timely manner
- Mentored new graduates, enhancing team performance through shared knowledge and best practices
- Working knowledge of network architecture and use of tools like Wireshark for packet capture analysis

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

Technical Tools & Skills

- Virtualization: VMware vSphere, vCenter, ESXi
- Cloud Platforms: Microsoft 365, AWS (Fundamentals), VCF
- Scripting: Python, Bash, MySQL
- Monitoring & Troubleshooting: Wireshark, Log Analysis, PowerCLI
- Infrastructure & Network Support: TCP/IP, DNS, VPN, Firewalls
- Enterprise Technical Support | Root Cause Analysis | SLA Adherence
- IT Service Management: Ticketing Systems, Incident Management
- Operating Systems: Linux, Windows Server environments

Certifications

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

Technical Projects

- Sentiment Analysis: Built a sentiment analysis model (SVM) with 93% accuracy on restaurant reviews.
- E-commerce Website: Developed using HTML, CSS, and PHP for product browsing and checkout.
- Inventory Billing Desktop App: Designed using Java and Oracle 11g to manage stock and billing.

Additional Information

Languages: English, Hindi, Kannada, Arabic (Beginner)

Interests: Cooking, Painting, Travelling