

# NITHESH GOUTHAM

## SYSTEM ENGINEER

+91-9566679191



nitheshgoutham2000@gmail.com



<https://github.com/NitheshGoutham>



[www.linkedin.com/in/nithesh-goutham-m](https://www.linkedin.com/in/nithesh-goutham-m)



## SUMMARY

Dedicated and proactive Systems Engineer with over 2 years of experience in designing, implementing, and maintaining complex IT systems. Expert in managing full project lifecycles, including requirement gathering, design, development, and deployment. Strong analytical skills combined with experience in optimizing system functionality and enhancing operational efficiency.

## EDUCATION

### Rajalakshmi Engineering College, Chennai

Bachelor of Engineering in ECE  
2018 – 2022  
CGPA: 8.2/10

### Jeeva Velu Residential School, Tiruvannamalai

HSC, 2017 – 2018  
Score : 83.67 %

SSLC, 2015-2016  
Score : 94 %

## SKILLS

### Hard Skills

LAN, WAN AD, DHCP, Networking,  
Administrative Support, Troubleshooting,  
Group Policy.

### Technical Skills

Incident Management, Remote Desktop,  
Office 365 online exchange, VPN, Software  
Installation and Configuration in windows

### Ticketing Tool

Service Now, Genesys, NICE .

### Language

Python in AI & ML , NumPy & Pandas .

### Web

HTML, CSS

### Database

MySQL workbench

### Cloud

Citrix XenApp & XenDesktop

## PROFESSIONAL EXPERIENCE

### Atos Global IT Solutions , Chennai System Engineer

Citrix Support Engineer | Dec'23 - Present

- Administered and maintained Citrix infrastructure for optimal performance, ensuring seamless access to applications and desktops for end-users.
- Engaged in regular updates and patch management to ensure the Citrix environment's stability and compliance.
- Conducted routine monitoring, performance tuning, and capacity planning to optimize Citrix infrastructure.
- Hands-on experience in configuring and managing Citrix Cloud services, storefront including
- XenApp and Xen Desktop

### Associate Engineer

L1 Service Desk | Dec'22- Nov'23

- logging diagnosing and managing incoming end-user requests
- Identifying calls as either Service Request or Incident
- Prioritizing calls against agreed upon Service Levels Agreements
- Determining the Priority level of the Incident.
- Determining the action required to resolve tickets
- Escalations and referral to other parts of the organization
- Managing issues through to resolution
- Monitoring and status tracking of registered tickets

### Trainee

Active Directory Support | July'22 - Nov'22

- Maintenance and support of Active Directory Federated Services, related hardware, and technologies
- Maintenance and support of DNS
- Top Level OU Management
- Migration Issues
- Security Scans
- Certificate Administration
- DHCP Servers