JEEVITHA H

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Professional Summary

Detail-oriented Technical Support Engineer with hands-on experience in enterprise networking, Citrix infrastructure, and security-focused support. Passionate about customer success, cloud-based solutions, and troubleshooting in dynamic environments.

Technical Experience

Analyst – Technical Support | HCLTech   **Sep 2024 – Present**

Project Description

- Delivered L1-level enterprise support with a focus on Citrix Virtual Apps and Desktops and core Windows Server infrastructure.
- Diagnosed and resolved issues related to DNS, DHCP, TCP/IP, SSL/TLS, Group Policy, and firewall policies.
- Utilized network analysis tools like Wireshark and nslookup for troubleshooting DNS failures, VPN issues, and SSL handshake problems.
- Collaborated with internal teams to escalate critical networking and security incidents.

Technical Skills

- Operating Systems: Windows Server 2016/2019, Windows 10/11
- Virtualization: Citrix Virtual Apps and Desktops, VMware, Hyper-V
- Networking: DNS, DHCP, TCP/IP, VPN (IPsec/SSL), VLANs, Subnetting, Network Security (Firewalls, ACLs, IDS/IPS), Troubleshooting (Wireshark, tracert, nslookup),
- User Support: Remote Desktop, Troubleshooting Tools, Ticketing Systems.

Education and Academic Project

Bachelor of Engineering – Computer Science
ACS College of Engineering, 2020 – 2024 | CGPA: 8.5 (77.8%)

PUC – KTSV PU College
2018 – 2020 | Percentage: 80%

SSLC – Theresa Public High School
2016 – 2018 | Percentage: 89%

Crime Prediction and Detection using ML & Deep Learning

- Built a real-time system using machine learning models and YOLOv8 for crime detection and prediction.