

ANJAN KUMAR

IT Support Specialist | System Administrator | Technical Support Analyst

- Bengaluru, Karnataka, India
- +91 9945591798
- anjankumar218@gmail.com
- Portfolio: <https://stan45e.github.io/>
- LinkedIn: <https://www.linkedin.com/in/anjan-kumar-649106106/>

PROFESSIONAL SUMMARY

IT Support Specialist with 5+ years in technical support, system administration, and service desk operations. Expert in resolving 100+ weekly technical issues while ensuring continuous system availability. Specialized in Microsoft 365, Azure AD, ITSM tools, and endpoint security management.

Core Competencies: Technical Support | System Administration | Service Desk Management | ITSM | Infrastructure Management | User Account Management | Incident Resolution | Process Optimization

TECHNICAL SKILLS

Operating Systems: Windows Server, Windows 10/11, macOS, Linux, Ubuntu

Cloud Platforms & Services: Microsoft 365, Office 365, Azure Active Directory, Azure Virtual Desktop, SharePoint Online, OneDrive for Business

System Administration: Active Directory, Group Policy Management, SCCM, Microsoft Intune, Okta, VMware, Virtual Desktop Infrastructure

ITSM & Ticketing Systems: ServiceNow, Jira Service Management, Zendesk, Freshdesk, Salesforce Service Cloud, ManageEngine ServiceDesk Plus

Networking & Security: DNS, DHCP, VPN Configuration, Cisco Meraki, Sophos Firewall, Multi-Factor Authentication, Endpoint Security

Automation & Development: Python, PowerShell, IT Process Automation, UiPath, Automation Anywhere, Custom Web Applications

Documentation & Collaboration: Confluence, SharePoint, Microsoft Teams, OneNote, Knowledge Base Management

Hardware & Asset Management: Endpoint Management, Device Provisioning, Hardware Inventory, Asset Tracking

PROFESSIONAL EXPERIENCE

System Analyst | Service Desk Engineer

Jec Adiuvo India | October 2024 – Present | Bengaluru, India

- Provide comprehensive technical support for hardware and software issues across multiple regions including Ireland and UK operations
- Manage hardware inventory and asset tracking for 170+ systems, maintaining accurate documentation and optimizing resource allocation
- Administer ManageEngine Endpoint Central for centralized monitoring, patch management, and service support delivery
- Engineered custom MDM application improving inventory visibility for senior management and streamlining asset management processes
- Created comprehensive internal Tech Support web application featuring remote command execution, command validation, error lookup functionality, and AI API integration for enhanced troubleshooting efficiency
- Built specialized Hardware Inventory web application for internal operations, generating detailed reports for hardware and accessory management
- Architected Chrome extensions for network diagnostics, speed testing, and scheduled system health monitoring
- Implemented Chrome extension for quick access links, reducing bookmark clutter and improving agent productivity
- Designed and deployed SharePoint site as backup solution for critical internal applications
- Utilized business intelligence tools including Metabase, Snowflake, and Postman for comprehensive user testing and application validation
- Achieved record turnaround times for new project implementation and deployment

IT Support Analyst | Service Desk Engineer

Burr Pilger Mayer | January 2024 – October 2024 | Bengaluru, India

- Administered Microsoft 365 Admin Center, managing 500+ user accounts, license allocation, and security permissions
- Executed secure user onboarding and offboarding processes through Active Directory and Azure Active Directory integration
- Delivered remote desktop support achieving 90% first-contact resolution for software, hardware, VPN, and network connectivity issues

- Configured and optimized virtual desktop environments using Azure Virtual Desktop and VMware, enhancing remote work capabilities
- Coordinated SharePoint Online and OneDrive for Business, implementing file access controls and enterprise data security policies
- Created comprehensive IT documentation in Confluence, improving knowledge base accessibility and reducing resolution times by 30%
- Enhanced Box cloud storage security, eliminating unauthorized access through systematic permission audits and policy implementation
- Oversaw IT asset management including device provisioning, software deployment, and endpoint management using SCCM and Microsoft Intune

Technical Support Representative | Helpdesk Analyst

HiPower Support Center | 2016 – 2017 | Bengaluru, India

- Resolved 50+ daily technical issues including software troubleshooting, application support, and device configuration for PC and mobile gaming platforms
- Provided multi-channel technical support through email, live chat, and remote desktop assistance maintaining 95% customer satisfaction rating
- Reduced recurring application errors by 20% through systematic troubleshooting and root cause analysis
- Authored comprehensive FAQ documentation and solution database, decreasing ticket volume by 15%
- Delivered Level 1 and Level 2 technical support with focus on first-call resolution and customer retention

Junior Technical Support Representative

Minacs India Pvt Ltd | 2015 – 2016 | Bengaluru, India

- Handled 50+ daily iTunes account and technical support requests, specializing in authentication, billing, and software-related issues
- Optimized troubleshooting workflows and implemented self-service resources, reducing average ticket resolution time by 20%
- Provided Tier 1 technical support with efficient escalation procedures for complex technical issues
- Documented detailed case information and contributed to knowledge base development

EDUCATION

Bachelor of Engineering in Computer Science

SJB Institute of Technology | 2018 – 2021 | Bengaluru, India

CERTIFICATIONS

- **Atlassian Certified Associate** – Atlassian
- **Cisco Cybersecurity Essentials** – Cisco Networking Academy
- **Google IT Support Professional Certificate** – Google Career Certificates

KEY ACHIEVEMENTS

- Sustained continuous system availability across enterprise environments serving 500+ users
- Pioneered multiple custom applications reducing manual processes and improving operational efficiency
- Delivered technical support with 92% first-contact resolution efficiency
- Strengthened security posture, reducing breach attempts through comprehensive policy implementation
- Improved IT process efficiency by 30% through comprehensive documentation and workflow optimization
- Successfully managed hardware inventory for 170+ systems with zero asset discrepancies