





# Sukhmander Singh

 Phone number: (+31) 623310717  Email address: [callmesukhi@gmail.com](mailto:callmesukhi@gmail.com)  GH: <https://github.com/callmesukhi>  
 LinkedIn: <https://linkedin.com/in/callmesukhi>

## ABOUT ME

---

As a seasoned Senior IT Specialist transitioning into more of an IT Tech Lead role, my dedication to enhancing processes and documentation remains unwavering. I firmly believe in addressing IT challenges at their core and comprehensively, advocating for a holistic problem-solving approach. In my pursuit of this goal, I consistently foster collaboration with diverse teams throughout the organization, empowering both myself and my colleagues to drive impactful change.

## WORK EXPERIENCE

---

### Senior Information Technology Specialist

*GitHub* [ 01/03/2024 – Current ]

City: Amsterdam | Country: Netherlands

#### Response and Resolution

- Solve complex issues, engaging with customers to understand their concerns and designing collaborative solutions that meet system requirements and stakeholder needs.
- Inform stakeholders about the status and resolution of their issues.
- Utilize troubleshooting tools such as event logs, performance traces, use cases, and test cases to resolve customer issues effectively.
- Develop change campaigns, targeted communications, and knowledge-sharing documentation for adjacent teams.
- Create roadmaps to ensure timely delivery of solutions to stakeholders.
- Plan and prioritize tasks according to available resources and deadlines, delegating tasks to team members based on their areas of expertise.
- Act as an advisor to customers, handling complex or escalated cases, and creating technical articles or knowledge base content for better customer understanding.
- Provide best practices and education to customers to proactively resolve potential issues in the future.
- Perform complex product troubleshooting and remediation when necessary, collaborating with subject-matter experts and development teams to drive incident resolution.
- Analyze patterns of problems and identify workflows to optimize support engineering delivery, escalating issues to vendors as necessary.
- Collaborate on cross-team and cross-product technical issues, working with resources from other groups to resolve complex customer issues.
- Serve as the sole IT personnel in the EMEA region, managing multiple offices and providing support to hundreds of employees.

#### Readiness

- Implement end-to-end readiness programs such as mentoring, leading triages, content creation, and brown bag sessions.
- Contribute to the content and readiness strategy, mentoring IT support members or members from other teams.
- Participate in personal development opportunities to gain expert-level competence on support topics.

#### Product/Process Improvement

- Analyze solution health data, SLA data, and analytics to identify problem areas for users and root causes of roadblocks.
- Collect feedback from customers regarding product functionality and IT services, providing feedback to product groups or vendors for improvement.
- Engage with team members to investigate and resolve first-time product bugs, contributing to complex root cause analysis.
- Develop automation techniques and diagnostic tools to improve effectiveness, recommending workflows to be automated based on data metrics.
- Translate feedback into processes and workflows for case resolution, soliciting feedback from end-users and stakeholders on how to improve IT services and processes.
- Participate in case triage standups and discussions to share knowledge with other IT support members and contribute to more rapid customer solutions.

#### Project Management

- Assist in creating detailed project roadmaps to ensure accurate and timely delivery of solutions to stakeholders.
- Successfully orchestrated the IT setup for our new office in Amsterdam, leveraging cutting-edge technology.

## Information Technology Specialist III

**GitHub** [ 09/08/2022 – 29/02/2024 ]

City: Amsterdam | Country: Netherlands

- **Proactively collaborated with HR to streamline GitHub onboarding, resulting in ongoing improvements in the process.**
- **Developed expertise in Terraform by actively seeking opportunities to work with project team engineers, ensuring IT support has the necessary skills and can transfer knowledge to other team members.**
- **Took the initiative to consolidate internal applications by auditing non-compliant software, leading to a significant reduction in manual labor and costs.**
- Facilitate the setup of desktop computers, laptops, email, accounts, access, and telephones for newly onboarded employees.
- Diagnose and resolve software and hardware issues on Windows and Mac desktops and laptops, utilizing extensive knowledge of macOS and Windows operating systems.
- Configure office network devices and skillfully address wired and wireless network problems.
- Provide assistance to internal employees in addressing common issues related to Google Workspace, M365, Azure, Zoom, Okta, Slack, Jira, Zoom Room devices, and Zendesk.
- Assumes responsibility for the triage, prioritization, resolution, routing, and scheduling of all incoming IT support, access, and service requests.
- Continuously refine and enhance internal IT process wiki documentation.
- Oversee the inventory of hardware, licenses, and accessories, submitting purchase requests as needed. Manage lifecycle asset management, including procurement and retirement of computers, monitors, software licenses, and more.
- Proficient in endpoint management platforms such as Jamf, Mosyle, and Intune.
- Actively engage in ad-hoc projects, including Okta apps integrations and other assignments.
- *Serve as the sole IT personnel in the EMEA region, managing multiple offices and providing support to hundreds of employees.*

## Information Technology Specialist II

**FreshBooks** [ 01/07/2021 – 05/08/2022 ]

City: Amsterdam | Country: Netherlands

- Facilitated the setup of desktop computers, laptops, email, accounts, access, and telephones for newly onboarded employees.
- Diagnosed and resolved software and hardware issues on Windows and Mac desktops and laptops, utilizing extensive knowledge of macOS and Windows operating systems.
- Configured office network devices and skillfully addressed wired and wireless network problems.
- Provided assistance to internal employees in addressing common issues related to Google Workspace, M365, Azure, Zoom, Okta, Slack, Jira, Zoom Room devices, and Zendesk.
- Assumed responsibility for the triage, prioritization, resolution, routing, and scheduling of all incoming IT support, access, and service requests.
- Continuously refined and enhanced internal IT process wiki documentation.
- Oversaw the inventory of hardware, licenses, and accessories, submitting purchase requests as needed. Managed lifecycle asset management, including procurement and retirement of computers, monitors, software licenses, and more.
- Proficient in endpoint management platforms such as Jamf, Mosyle, and Intune.
- Actively engaged in ad-hoc projects, including Okta apps integrations and other assignments.
- **Developed and implemented bash scripts to facilitate the seamless distribution of applications through MDM systems.**
- *Served as the sole IT professional in the EMEA region, overseeing multiple offices and providing support to several hundred employees.*

## Service Desk Analyst

**Schoeller Allibert** [ 01/01/2021 – 30/06/2021 ]

City: Hoofddorp | Country: Netherlands

- Proficiently diagnosed and resolved various operating system issues including Windows, macOS, as well as software applications such as G Suite, MS Office, M365. Additionally, handled troubleshooting tasks related to online and on-premises SharePoint, network connectivity, and business applications.
- Conducted thorough research on employee issues and promptly followed up with appropriate recommendations and action plans.
- Identified areas of improvement in existing processes and offered effective solutions to enhance the quality of service delivered to customers.
- Authored technical documents pertaining to current products, ensuring their publication on the company's Support site.

- Demonstrated expertise in Active Directory, Exchange Admin, and O365/Azure Admin.
- **Developed a customized Power App integrated with Microsoft Teams, resulting in streamlined and secure company onboarding communication.**
- **Made significant contributions to the company's central knowledge base, delivering tailored technical information to end users and internal technical staff.**
- **Actively participated in enhancing support processes and policies.**

### **Technical Support (Team Lead)**

***DXC Technology [Formerly Hewlett Packard Enterprise]*** [ 09/2018 – 06/2020 ]

City: Bangalore | Country: India

- Led a team of over ~100 engineers (in different regions.) in a Technical IT – End-user support capacity as a team leader
- Efficiently managed the queue for various channels including call, chat, ticket, and email, while also overseeing the scheduling for global helpdesk function.
- Provided technical and pastoral support to team members across multiple subteams.
- Demonstrated effective people management skills by ensuring team members were motivated and focused on driving behaviors that aligned with the client's objectives.
- Played a key role in the hiring process, successfully recruiting multiple candidates for the business and business group.
- Provided guidance, mentoring, training, and ongoing monitoring of team members and their performance, regularly reporting on relevant metrics.
- Maintained a strong emphasis on meeting and exceeding the client's Key Performance Indicators (KPIs) and Service Level Agreements (SLAs). Curated support metrics for team performance and engagement with stakeholders based on SLAs.
- Proactively initiated bridge calls, facilitating communication and collaboration among teams to ensure the uninterrupted functioning of infrastructure within specified service levels.
- Led on incident response from frontline support. (Included escalation management & stakeholder communications.)
- Collaborated with various applications, systems, databases, and network teams to conduct root cause analyses as part of the problem management process.
- Identified known errors and implemented workarounds within applications and infrastructure, working closely with subject-matter experts (SMEs) to develop plans or make changes to the environment for permanent fixes.
- Created and updated work instructions, internal procedures, and knowledge base articles to enhance operational efficiency.
- Developed automated ServiceNow Workflows to streamline and optimize processes.
- Skillfully handled escalations, complex issues, and diligently followed up until satisfactory closure.
- Acted as core point of contact for support escalations (Including resolution for more complex issues.)

### **IT Operations Analyst (Escalations Management Team)**

***DXC Technology [Formerly Hewlett Packard Enterprise]*** [ 04/2017 – 09/2018 ]

City: Bangalore | Country: India

- Proficiently diagnosed and resolved a wide range of technical issues related to Windows, macOS, G Suite, MS Office, M365, online and on-premises SharePoint, Amazon Workspace, network connectivity, and Business Applications.
- Conducted thorough research to promptly address client concerns, ensuring timely follow-up with recommended solutions and action plans.
- Provided guidance and mentorship to new engineers through answering technical inquiries, escalating cases when necessary, and facilitating comprehensive process development training.
- Proactively identified process gaps and proposed effective solutions to enhance the overall quality of customer service.
- Authored technical documentation pertaining to current products, which were subsequently published on the company's Support site.
- Proficiently utilized Active Directory (GUI) for administrative tasks.
- Successfully managed critical outage calls and effectively handled escalations, demonstrating exceptional problem-solving skills.
- Directly addressed issues raised by Vice Presidents and Directors, fostering strong professional relationships and ensuring their satisfaction.
- Resolved complex issues that required advanced troubleshooting beyond the scope of Level 1 support.

## IT Operations Analyst

**Hewlett Packard Enterprise** [ 04/2016 – 03/2017 ]

City: Bangalore | Country: India

- Proficiently diagnosed and resolved diverse technical issues encompassing Windows, MS Office, M365, online and on-premises SharePoint, Amazon Workspace, network connectivity, and Business Applications.
- Conducted thorough research on client's concerns promptly and proactively followed up with recommendations and action plans to ensure customer satisfaction.
- Assumed a mentorship role by effectively addressing technical inquiries from new engineers, escalating complex cases, and facilitating comprehensive process development training.
- Demonstrated analytical acumen by identifying operational inefficiencies and proposing effective solutions to enhance the overall quality of customer service.
- Authored technical documentation pertaining to current products, which were subsequently published on the company's Support site.
- Proficiently operated within Active Directory (GUI), leveraging its functionalities to accomplish organizational objectives.

## Tech Support

**Hewlett Packard Enterprise** [ 08/2015 – 04/2016 ]

City: Bangalore | Country: India

- Diagnosed and resolved a wide range of technical issues encompassing Windows OS, hardware, MS Office, web browsers, OS, and software installation and uninstallation, SharePoint, remote desktop connections, network connectivity, business applications, Intranet web portals, domain accounts, mailboxes, and domain password management, among others. I consistently applied my expertise to efficiently address and resolve these diverse challenges.

## EDUCATION AND TRAINING

---

### Bachelor of Science

**Bangalore University** [ 07/2012 – 06/2015 ]

City: Bangalore | Country: India | Website: <https://eng.bangaloreuniversity.ac.in/> | Field(s) of study: Computer Science ; Mathematics ; Statistics | Final grade: 7.0 CGPA | Level in EQF: EQF level 6

Bachelors of Science in Computer Science, Mathematics, and Statistics as majors. [Tripe Major].

### Firewall Essentials: Configuration and Management (EDU-210)

**Palo Alto Networks** [ 12/2023 ]

Website: <https://www.credly.com/badges/913f9866-b07d-491a-8417-880531341cc9>

### Jamf Certified Tech

**Jamf** [ 02/06/2023 ]

Website: <https://account.jamf.com/training-courses/certificate/yTDW29OSC1x6PO2-oER3pg>

### Advanced Security: Protect the Modern Perimeter with Okta

**Okta** [ 08/2023 ]

### Okta Essentials

**Okta** [ 05/2023 ]

### Identity and Access Management with Okta

**Okta** [ 06/2022 ]

### Introduction to Workforce Identity

**Okta** [ 06/2022 ]

### Cloud Computing Foundations

**A Cloud Guru**

Website: <https://verify.acloud.guru/0ABC7A7279C2>

## **Introduction to Cloud Computing**

*A Cloud Guru*

Website: <https://verify.acloud.guru/86AFACEF3332>

## **Coding Fundamentals**

*Google*

## **Certificate: Technical Support Fundamentals**

*Google*

## **Get started with Power Apps canvas apps**

*Microsoft*

## **Certificate: ServiceNow: Basic Administration**

*LinkedIn*

## **Certificate: HTML Fundamentals**

*SoloLearn*

## **Certificate: AWS Machine Learning Foundations Course**

*Amazon Web Services(AWS)*

## **LANGUAGE SKILLS**

---

**Mother tongue(s):** Hindi | Panjabi

**Other language(s):**

**English**

**LISTENING C1 READING C1 WRITING C1**

**SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1**

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## **DIGITAL SKILLS**

---

PYTHON / HTML5 / GIT & Github / MacOS and Windows / OKTA Administrator / g-suite / JAMF Pro / Cisco Meraki / Atlassian stack (Jira, Confluence, ...) / IAC with Terraform

### **Organisational / managerial skills**

Team-work oriented / Decision-making / Ownership / Organizational and planning skills / Strategic Planning

### **Job-related skills**

Microsoft Office / Microsoft Exchange / IT Networking / Microsoft SharePoint / Active Directory (Windows) / Windows OS / O365 / MacOSX / Mosyle MDM / Azure Intune / G-Suite / Okta Identity Provider / Okta Identity Management / Mobile Devices / Google Workspace (Google Drive, Google Docs, Google Slides, Google Sheets, Google Forms) / Zoom / macOS / VMware Workspace ONE

### **Tools**

ServiceNow / Microsoft Dynamics 365 / Salesforce / Avaya CMS / Slack / Jira, Confluence, Trello / POSTMAN / Zendesk / MS Azure Portal / Avaya IPO / Zoom Rooms / Zoom Phone

### **Other Skills**

Reliability / Good listener and communicator / Self-Motivated

## HONOURS AND AWARDS

---

[ 04/2015 ] Bangalore City College, Bangalore University

**The Best Outgoing Student**

[ 05/03/2015 ] Bangalore City College, Bangalore University

**Certificate of Appreciation - EXUBERANCE - 2015** Certificate of appreciation for coordinating the "Coding" event which was part of EXUBERANCE-2015.

[ 03/2020 ] DXC Technology

**Delivery Excellence** In Recognition of contributions towards service desk queue management and improvements towards ServiceNow tool during the year FY'20.

## HOBBIES AND INTERESTS

---

**Learning new Tech**

**Reading**

**Travelling**

**Cricket**