Krunal Vyas

IT Support Engineer II

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SUMMARY

Results-orientated and self-motivated IT Support Engineer II with 7+ years of Information Technology experience including systems administration, engineering, network infrastructure, and application support. Maintain and work within SLAs as defined in the service agreement. Adept at identifying innovative solutions to enhance organizational effectiveness. Eager to learn new skills and expand my knowledge.

SKILLS

Endpoint Manager	Active Directory	AWS	Cisco Meraki
Powershell	VPN	Azure	Ubuiqiti
Microsoft Exchange	Group Policy	Switches	VDI

EXPERIENCE

IT Support Engineer II, Siepe

Dallas, TX   **July 2022 – Present**

- Provide level 2 Support to over 700+ users remotely and in person. Create and maintain troubleshooting documentation.
- Collaborated effectively with cross-functional teams to troubleshoot and resolve complex technical issues, delivering high-quality customer support and ensuring minimal downtime for critical systems.
- Coordinated with third-party vendors to maintain and support enterprise-level software and hardware solutions.
- Successfully training and mentoring level 1 Engineers resulting in a 25% increase in their troubleshooting efficiency.
- Contributed recommendations for process and procedure improvements with the aim of optimizing operations.

IT Support Engineer I

Feb 2021 – July 2022

- Working knowledge and experience with Microsoft Operating Systems administration (Windows 7, 8/8.1, 10, 11 | Server 2016, 2019, 2022) along with Apple MacOS.
- Maintain Microsoft active directory environments; Utilize active directory domain services, users and computers (Group Policy including Deployment, Permissions, Account Provisioning, NTFS Permissions).
- Office 365 administration & support (Users, Mailboxes, Groups, Sharepoint) including Exchange Online using Powershell.
- Manage Azure AD, directory roles, user groups, Azure resources, Conditional Access, and InTune MDM.
- Diagnose and troubleshoot TCP/IP, VLAN switching and routing, wireless, security, and other network-related issues including systems management, performance, and monitoring of networks.
- Build servers using AWS; importing volumes, EC2, Workspaces, Route53, RDS, and creating/modifying security groups.

Technical Analyst, MEDHOST

Plano, TX   **Sept 2017 – Feb 2021**

- Provide professional phone, and email, support to MEDHOST clients for all modules, production and beta, while assessing the client's business needs or concerns, using online tools and analytical thinking to diagnose and provide resolutions.
- Responsible for accurately logging information into Salesforce, while retaining ownership of calls, and following up with clients frequently with current updates until a resolution is reached.
- Research open issues thoroughly and quickly move those issues toward an accurate resolution by using resources such as Windows Event Viewer, MEDHOST Logs, and Command Line Code.
- Develop a thorough working knowledge of each MEDHOST application (EDIS, Business Intelligence, PIMS, and YourCareCommunity) and the platforms and operating systems (Windows 7, 10, and Windows Server) utilized.
- Use various software utilities (SQL Server, HL7 Interface, Corepoint Integration Engine, etc.) as well as develop some knowledge of MEDHOST programming languages.

IT Technician, Tank Connection

Parsons, KS   **May 2015 – Sept 2017**

- Installing, diagnosing, repairing, maintaining, and upgrading all organizational hardware and equipment while ensuring optimal workstation performance.
- Configured Apple Mobile Device Management for all devices in the entire company from the ground up.
- Identify and resolve technical issues and/or research and recommend effective solutions.
- Manage ongoing maintenance and deployment of new hardware and software for devices.
- Collaborate with technology team members to ensure efficiency of the organization's desktop computing environment.

EDUCATION

Pittsburg State University – Pittsburg, KS
Bachelor of Business (BBA), Computer Information Systems