ASHISH CHAND S

IT SUPPORT ENGINEER

PHONE
+91 9108226151

EMAIL
ashishnithin@gmail.com

ADDRESS
Kerala, India

EDUCATION

2013
BACHELOR IN ELECTRONICS AND COMMUNICATION
Anna University Chennai

2009
HIGHER SECONDARY
Board of Higher Secondary Examination Kerala

2007
SSLC
Board of Public Examination Kerala

SKILLS

- Cloud Solutions
- Device Management
- System Configuration
- Troubleshooting
- Application Deployment
- Networking
- Support Tools
- Documentation
- Problem-Solving
- Time Management
- Customer Service
- Excellent communication

CERTIFICATION

- Microsoft Certified Azure Administrator, Certification ID: 994206217
- Cisco Certified Network Associate, Tandem Institute of Networking Technology

PROFILE SUMMARY

Experienced IT Support Engineer with a strong background in managing cloud solutions, desktop support and system engineering. Proficient in deploying and configuring devices, managing users and troubleshooting across various platforms. Skilled in cloud migration, specifically to Azure and handling complex IT infrastructure. Adept at creating policies, optimizing system performance, and ensuring seamless integrations with hybrid Active Directory environments. Demonstrated ability to streamline IT operations through the implementation of efficient processes and tools such as Intune, Autopilot and MFA. Seeking an opportunity to apply expertise in IT support, cloud infrastructure and system management to contribute to a dynamic organization focused on innovation and technological excellence.

PROFESSIONAL EXPERIENCE

02/2023 – 10/2024

IT SUPPORT ENGINEER
MARLABS INNOVATIONS (P) LTD

- Developed and implemented policies and procedures for inter-departmental activities and asset management system, ensuring smooth IT operations.
- Assisted in the migration of data centers and end users to cloud solutions, specifically Azure, ensuring seamless transition and integration.
- Managed user and device configurations using Intune, deploying clients and setting up mobile device management (MDM) and Autopilot deployment.
- Configured and managed Windows devices via Azure portal, including Autopilot and configuration policies, optimizing device performance and security.
- Assisted clients with onboarding tools and technologies for Windows 10, integrating Hybrid Active Directory environments (Azure AD and on-premises AD) and implementing two-factor authentication (MFA).
- Packaged and deployed applications via Intune Company Portal, streamlining application management for end-users.
- Provided support for configuring Cloud identity with Azure Active Directory and Office 365, managing user permissions and access.

08/2019 – 02/2023

SYSTEM ENGINEER
WILLIAMS LEA INDIA PVT LTD
(Worked under the payroll of Precision informatics (m) PVT Ltd)

- Deployed, configured, and maintained computing infrastructure on Azure cloud, ensuring seamless integration and optimal performance.

SOFTWARE SKILLS

- MS Word
- MS Excel
- PowerPoint

LANGUAGE KNOWN

- English
- Tamil
- Malayalam

PERSONAL DETAILS

Nationality   : Indian
D.O.B   : 11/01/1992
Gender   : Male
Marital Status   : Married

REFERENCES

➢ **Anil Kumar**
   IT Manager, Williams lea India
   +91 9895759175

➢ **Anoop Krishnan**
   IT Manager, Marlabs
   Innovations
   +91 9480730032

- Troubleshot technical issues, collaborating with internal teams and vendors for quick and effective resolution of problems.
- Automated deployment processes and developed troubleshooting mechanisms to enhance service delivery efficiency.
- Developed and implemented new processes, ensuring comprehensive documentation and streamlined IT operations.
- Provided technical support both on-site and remotely, diagnosing and resolving hardware malfunctions, software issues, and networking problems.
- Managed IT services including networking, security, email, and disaster recovery, ensuring system reliability and data protection.

08/2017
–
04/2019

DESKTOP SUPPORT ENGINEER

TRIBYTE INFOTECH

- Monitored and resolved performance issues across computer systems, ensuring optimal functionality and minimal downtime.
- Conducted software performance testing across the desktop network to ensure peak system performance.
- Installed and updated computer hardware and software on desktops to maintain current system versions and configurations.
- Managed Microsoft Windows Server operating system updates and maintained active directory connections for continuous company network access.

DECLARATION

Hereby declare that above mentioned information is correct to the best of the knowledge and belief.

ASHISH CHAND S