

# PAWAN KUMAR R

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#1027 Eshwari Dewaki Nilaya, Pipeline road, Yeshwanthpur, Bangalore 560022

## SUMMARY

A highly skilled Technology Operational Analyst with 2 of experience in providing exceptional technical support across multiple channels. Committed to exceeding customer expectations and resolving high-priority issues within a fast-paced environment.

## SKILLS, TOOLS AND TECHNOLOGIES

Jamf Pro, Azure administration, VMWare Fusion, Citrix, MS365, RSA Administration, Azure Active Directory (AAD), Frontend Development- HTML, CSS, JS, Python - Basics, SQL database, Service now- ITSM and HCSM

## WORK EXPERIENCE

### Aston carter - Wellsfargo as a client

Tech operational analyst • 2023 - Present

- Hardware and Software Troubleshooting: Proficiently resolved issues related to hardware and software, handling Azure Administration, VMWare Horizon, VMWare Fusion, SCCM Remediation, and management within SaaS-based environments utilizing ServiceNow as the primary tool for technical support delivery via phone, chat, and Incident Resolution Tickets (IRTs).
- Identity and Access Management: Managed advanced-level password resets for various dedicated tools like Unix (Boks), Mainframe, Oracle Database, Hogan, FDR, and service accounts. Expertise in Identity Access Management ensured secure access across platforms.
- MS365 Support and Mobility Administration: Extensive support for MS365 applications, including Outlook and Teams. Proficiently managed Mobility Device Management (MDM) for iOS and Android devices.
- Desktop Support and Single Sign-On Management: Provided support for Virtual Desktop and Windows Terminal Services (WTS). Conducted basic troubleshooting for both Windows and MAC devices. Managed Single Sign-On and Certificate Management.

### DXC Technology - SAP as a client

IT Service desk Engineer • 2021 - 2022

- Recognized as a MAC SME & MAC Expert for India in Global level at SAP.
- Provided Tier 1.5 IT support to technical internal users through desk side support services utilizing ServiceNow as the primary tool.
- Mac System Maintenance and Troubleshooting: Provide comprehensive technical support for macOS devices, including troubleshooting hardware and software issues. Ensure the smooth functioning of Mac systems, addressing concerns related to performance, connectivity, and applications.
- Integration and Compatibility: Collaborate with cross-functional teams to integrate Mac systems into mixed-platform environments, ensuring compatibility and smooth operation across various systems and applications.
- Responsible of managing Mac deployment tools like Jamf Pro for system configurations and management.
- Azure Administration and SaaS Application Support: Oversee Azure administration, managing SaaS applications, and ensuring their seamless integration. Utilize SCCM for remediation and maintain expertise in Jamf Pro for iOS support.
- Performance Optimization: Monitor and optimize macOS device performance within Azure, identifying and resolving performance bottlenecks and ensuring efficient resource utilization.

## EDUCATION

### Bachelor of Technology in Electronics and Communication Engineering

Presidency University Bangalore • 2017-2021  
6.21 CGPA

### Pre-University Course in PCME

Sri Chaitanya PU College Bangalore • 2015–2017

### SSLC

Children's Education centre • 2004–2015

## CERTIFICATIONS AND COURSE

### Programming for Everybody - Python

Coursera • Jun 2020

### Developing Your Musicianship

Coursera • Jun 2020

### AI For Everyone

Coursera • Jul 2020

### Foundations of User Experience

Coursera • Feb 2022

### Python complete course

Udemy • Jan 2023

### Front end development - Meta

Coursera • Present

### Full Stack Development course - Python

Besant Technologies • Present

## PROJECTS

### Wireless Signage Boards - University Project

A Signage Board which is usually attached to the wall or something to display messages or giving information about any thing. In communication, the Bluetooth wireless technology has become very popular and it is one of the fastest growing fields in the wireless technology

### Smart Aqua System - Final Year Project

Smart aquaculture monitoring and system is predicated on Internet of Things. The technology is extremely adaptable and cost-effective. It's a real-time system that measures numerous parameters concerning the water and makes sure the water maintains the standard for the lives of fishes.

## ACCOMPLISHMENT

Recognised as a Subject matter Expert For MAC and MAC Expert for India in Global level at SAP-DXC Technology.  
Received 2022 Q3 champ award for outstanding contribution and a Certificate of appreciation

## LINKS AND PERSONAL DETAILS

Linked in : [www.linkedin.com/in/pawankumarr0499](https://www.linkedin.com/in/pawankumarr0499)

Date of Birth : 04/11/1999

Nationality : Indian

Gender : Male