

PRASHANTH SANKAR

IT Infrastructure & Technical Support Specialist | Windows, VMware, Active Directory | 6+ Years International Experience

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ABOUT ME

IT Infrastructure & Support Specialist with 6+ years of international experience. Expert in reducing downtime by 30% and improving system efficiency through proactive management of Windows, VMware, and Active Directory environments. Seeking to leverage my expertise in incident resolution and infrastructure monitoring in a challenging Technical Support Specialist role.

WORK EXPERIENCE

Tier 2 - Technical Support Specialist | Stakelogic Live | Bikirkara | Jun 2023 - Jul 2025

- Delivered end-to-end IT support for gaming platforms, resolving 95% of escalated tickets within SLA and maintaining uptime above 99.5%.
- Expert in IT system monitoring and swift resolution of advanced software issues, ensuring seamless incident management from start to finish.
- Conducted root cause analysis (RCA) using Kibana and Dynatrace, implementing proactive measures that reduced repeat incidents by 20%.
- Proficient in Java and JSON debugging (log analysis, API payload validation, and troubleshooting data inconsistencies)
- SQL querying and performance tuning, and Linux scripting for monitoring and automation enabling faster end-to-end diagnosis and resolution of system issues.
- Collaborated with Tier 3 teams (infrastructure, database, development) to resolve complex problems, while guiding Tier 1 Service Desk with precise troubleshooting instructions.
- Created and maintained knowledge bases and technical documentation, improving first-contact resolution and reducing repetitive tickets.
- Fostered effective communication with stakeholders, including requestors, customers, and vendors, ensuring transparency and timely updates.

Key Achievements:

- Resolved 95% of escalated tickets within SLA, ensuring uninterrupted game services for international clients.
- Reduced repeat incidents by 20% through proactive RCA and preventive measures.
- Increased operational efficiency by creating knowledge bases, improving first-contact resolution rates.
- Played a key role in supporting game release stability, ensuring smooth platform performance for global customers.
- Recognized for cross-team collaboration, enabling faster resolution of multi-layered technical problems.

IT Engineer | Prosecure Limited | Marsa | Sep 2021 - May 2023

- Proficient in Windows Server 2008 R2, Active Directory, and VMWare virtualization for enterprise IT operations.
- Managed Microsoft Active Directory (user accounts, security policies, event logging) to ensure access control and compliance.
- Maintained Veeam backups and supported virtual machines, improving system resilience.
- Delivered technical service, monitoring, and maintenance for the company's intercom and network systems.
- Produced detailed reports, verified backups, and participated in disaster recovery planning and execution.
- Ensured standard configurations, updated AIX software, and monitored services to maintain stability.

Key Achievements:

- Improved system uptime to 99.9% through proactive monitoring and preventive maintenance.
- Successfully restored operations during two major disaster recovery incidents, reducing downtime to under 1 hour.
- Optimized Veeam backup strategy, cutting recovery time by 40% and enhancing data reliability.
- Led the migration of 50+ user accounts in Active Directory, ensuring seamless access with zero data loss.
- Strengthened IT security by implementing standardized audit logs, boosting compliance with security policies.

IT Support Specialist | Future Focus Limited | Floriana | Jul 2020 - Sep 2021

- Provided technical support for staff, faculty, and students, ensuring minimal disruption to academic activities
- Managed hardware, software, and network resources, including learning management systems, in compliance with institutional IT policies
- Maintained and supported the institution's educational portal, ensuring uptime, security, and user accessibility
- Administered and troubleshooted Shireburn payroll software to ensure accurate and timely payroll processing.

Key Achievements:

- Maintained 99.5% uptime for the institution's learning platform, enabling uninterrupted access for 1,000+ users.
- Reduced average ticket resolution time by 25%, improving user satisfaction and service desk efficiency.
- Implemented security measures that decreased unauthorized access attempts by 40%.
- Streamlined payroll software processes, ensuring 100% error-free salary disbursement during tenure.
- Trained faculty and staff on IT best practices, reducing repeat support requests by 15%.

IT Support Engineer | Force Recruitment Agency | Mosta | Sep 2019 - May 2020

- Delivered multilingual technical support for hardware, software, and network issues across remote and on-site environments.
- Managed ticketing systems, performed system updates, and ensured compliance with EU data protection and IT security standards.

Key Achievements:

- Resolved 90% of support tickets within SLA, increasing client satisfaction scores by 20%.
- Supported 300+ users across multiple sites, ensuring smooth IT operations with minimal downtime.
- Implemented a ticket triage process that reduced average

IT Support Specialist | JKA Solutions Pvt Ltd | Hyderabad | Sep 2016 - Jun 2019

- Provided end-user support for hardware, software, and network issues, ensuring minimal downtime
- Installed, configured, and maintained systems, peripherals, and network devices to meet operational requirements.

Key Achievements:

- Resolved hardware, software, and network issues with minimal downtime
- Installed and maintained systems, peripherals, and network devices
- Supported testing, documentation, and quality checks
- Ensured smooth operations through process and inventory support

Technical Assistant | Giesecke & Devrient India Pvt Ltd | Chennai | Aug 2015 - Aug 2016

- Provide technical support in operations, maintenance, and troubleshooting of systems and equipment
- Assist engineers with testing, documentation, and quality checks
- Ensure compliance with company standards and secure workflows
- Support processes and coordinate inventory for smooth operations

Technical Research Assistant | Zebronics India Private Limited | Chennai | Dec 2014 - Aug 2015

- Assembled, configured, and optimized computer hardware systems to support experimental setups
- Conducted hardware diagnostics, performance benchmarking, and component-level troubleshooting to ensure system stability.

EDUCATION

Bachelors in Computer Science Engineering, Sams College of Engineering and Technology, Chennai, Tamilnadu | 2014

Diploma in Computer Engineering, Vel Tech Polytechnic College, Chennai, Tamilnadu | 2010

SKILLS

- Issue Escalation & RCA (Root Cause Analysis) Kibana & Splunk Log Analysis & Monitoring
- Hands-on with monitoring & alerting (Kibana, Splunk, Dynatrace; exposure to Grafana for metrics visualization)
- Performance Troubleshooting with Dynatrace Dashboards & Alerts Project Management Tool: Jira & Trello
- SQL & MySQL (Querying, Analysis, Troubleshooting) GitHub (Version Control, Bug Tracking, Collaboration)
- QA Testing (Functional, Regression, Bug Reporting) Remote Desktop Tools (VNC, RDP, TeamViewer) Bash and Powershell
- IT Infrastructure Monitoring & Incident Management Active Directory (User/Group Management, Security Logs) Hyper-v and Vmware
- ITIL & Networking Basics (TCP/IP, DNS, DHCP, VPN) Office 365 (Outlook, Teams, Excel/Sheets, OneDrive) – End-user support & administration
- Change & Release Management (Patches, Upgrades, Deployments) Knowledge Base Documentation & SOP Creation
- Backup & Disaster Recovery (Veeam, Windows Backup) Endpoint Security & Antivirus Solutions
- Linux Administration – Basic command line usage, system monitoring, and troubleshooting Customer Service & Client Handling
- ITIL Foundation Knowledge (Incident, Change & Problem Management) eGates System Maintenance & Patch Management
- eGates Software Updates & Security Patches Preventive Maintenance & Troubleshooting of eGates Systems
- Access Control Systems Support (eGates, Biometric Devices, RFID) Firmware & Patch Deployment for eGates Infrastructure

LANGUAGES

- English (Advanced High) Tamil (Superior/Native)

COURSES

IT Service Desk Careers and Certifications

Operating Systems and Power User