SAINATH Y.R

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Summary

- Over 7 Years of experience in IT Industry.
- Having Experience & knowledge in Ticketing tool (Service Now).
- Experience & knowledge in Incident and Request management.
- Troubleshooting and configuring Windows, Mac and its applications.
- Managing O365 Exchange Administration.
- Configuring and Troubleshooting printer devices.
- Pushing Patches for windows and Mac devices.
- Maintaining Health Check Reports and CPU Utilization.
- Updating Anti-Virus and scheduling Scan Reports.
- Fortinet AP and FortiGate Firewall
- Trend micro–Vision One EDR and XDR Administrator
- Endpoint Administrator
- Working on Jump Cloud MDM

Experience

ALLEN Digital PVT LTD
Bengaluru
System Engineer (FTE)
Jan 2023- Till date

- Administered and troubleshooted Windows and Mac systems across the organization.
- Managed IT service requests and incidents via Fresh works ticketing system.
- Installed, configured, and maintained Trend Micro antivirus across endpoints.
- Provided AV and conferencing support for Zoom, Google Meet, Microsoft Teams, and Slack— assisting with camera, microphone, speaker, and screen sharing issues during executive meetings.
- Ensured device compliance through encryption and MDM policies using Jump Cloud.
- Supported Microsoft 365 applications including Outlook, Teams, and OneDrive across Windows and macOS devices
- Performed OS upgrades and managed application rollouts via MDM.
- Monitored network performance, troubleshooted connectivity issues.
- Delivered remote desktop support to users on Windows and macOS platforms
- Handled patch deployment and antivirus updates across devices using MDM solutions.
- Installed and maintained network and local printers, ensuring minimal downtime
- Coordinated hardware repair and replacement with external vendors.
- Maintained and updated IT asset inventory for audits and tracking.
- Provided executive-level IT and AV support, ensuring smooth operations during high-level meetings and presentations

RANDSTAD INDIA PVT LTD (DEPUTED TO SANDISK INDIA DEVICE DESIGN CENTER PVT LTD) Western Digital.
Bengaluru
System Engineer
Nov 2019 – Nov 2022

- Managing User Accounts, on AD (Creation, Deletion, Permissions).
- Providing technical support, including identifying problem incident with their subsequent resolution.
- Good in handling issues on both Windows and Mac OS environment.
- Perform hardware and software upgrades to peripheral equipment.
- Working on Bit locker encryption and TPM related issue and hands on experience with MBAM administration portal.
- Providing remote support by using MS Teams.
- Prepare, maintain and submit reports and applicable records of computer hardware and software inventory by site and system.
- Perform site maintenance and safety checks of assigned equipment.

I-SOURCE INFOSYSTEM PVT LTD (DEPUTED TO INFOSYS PVT LTD)
System Engineer
July 2016 – Nov 2019

- Installation and configuration of Windows Operating System.
- Responsible in resolving Desktop related problems in Client Environment.
- Creating user accounts and Applying group polices & permissions.
- Configuration and Troubleshooting of Mail clients.
- Troubleshooting & maintaining Local Area Network, hardware and printer issues.
- Installation and configuration of Antivirus.
- Resolving the Remedy Service Ticket, Incidents and solving end users issue as per the SLA defined.
- Working in a team environment for handling complete IT infrastructure of company.
- Installing and configuring computer related peripherals.
- Maintaining the daily Health Check Reports and Inventory Management, Office Printers Management.
- Managing and Supporting for Client based Applications.
- Installing and troubleshooting of client VPN, Any Connect.
- Windows Patch Management through Software Update Services from Servers.
- Managing Company Asset details.
- Coordinate with Vendor for Hardware replacements.
- Knowledge on MDT server – Uploading Images and monthly Windows and Security patches.

SKILLS

- Platforms: Windows 10, 8.1 & 8, Browser based Applications, iOS, Android
- Hardware's: Desktop, Laptop, Mobile (iOS and Android), Printer and Scanner
- Applications: Service Now, Active Directory, Active Directory Service Portal,
- Ticketing Tool: Service Now
- Office 365 Admin, Exchange Admin Center
- Fortinet AP and FortiGate Firewall.
- Endpoint Administrator
- JumpCloud MDM

Rewards and Recognition:

- Appreciation from IT management for Site management as SPOC for all IT Related issues and coordination.

- Received recognition and reward from IT Top management for dedicated efforts and providing onsite support during Covid-19 pandemic lockdown.

EDUCATION

DR AIT, CHIKKAMAGALURU, KARNATAKA
Bachelor of Engineering (CS)

Personal Details

Name: Sainath Y R
Place: Bangalore, Karnataka