VIGNESH SUNDARAMOORTHY

TECHNICAL SUPPORT EXECUTIVE

8610812553 | vigneshsundara23@gmail.com | Salem, Tamil Nadu.

PROFESSIONAL SUMMARY:

IT Support Engineer with 3+ years of experience in IT support, remote troubleshooting, and system administration. Skilled in Windows OS, antivirus management, hardware/software upgrades, and end-user training, with proven ability to support large teams and optimize IT operations.. Experienced in mentoring and supervising support staff to ensure smooth IT service delivery.

TECHNICAL SKILLS:

Microsoft 365	Azure AD	Networking
Microsoft Entra ID	Documentation	Active Directory
VMware	Disk Management	Troubleshooting

WORK EXPERIENCE:

Value Point Systems Pvt Ltd.   **OCT 2024- AUG 2025**

- Managed Active Directory accounts, group policies, and permissions, including password resets and account provisioning.
- Documented IT procedures, knowledge base articles, and SOPs to improve team efficiency.
- Participated in system migration and upgrade projects with minimal downtime for end-users.
- Delivered VIP/executive support with priority troubleshooting for senior management.
- Assisted in hardware inventory management and IT asset tracking.
- Tracked IT assets, warranty renewals, and vendor maintenance contracts for lifecycle management.

Team Lease Digital Pvt. Ltd.   **SEP 2023 - Jun 2024**

- Provided advanced troubleshooting for Outlook client issues, including profile corruption, OST/PST file management, and mailbox synchronization problems.
- Provided end-user technological support for computer- and LAN-related issues.
- Provided technical expertise, contributing to a 15% reduction in system failures.
- Communicated and trained clients on the proper and optimal use and care of their technology.
- supervised Shared Folder permissions, access control, and security groups in Windows File Servers, ensuring proper data access and confidentiality.

IMSI Staffing Pvt. Ltd. Team Lease Company   **OCT 2021 – JAN 2023**

- Provided first-level technical support via phone, email, chat, and remote tools.
- Configured and supported printers, scanners, and peripheral devices.
- Ensured SLA compliance by prioritizing and closing tickets within defined timelines.
- Communicated and trained clients on the proper and optimal use and care of their technology.
- Educated users on safe IT practices and company policies to minimize security risks.
- Assisted in new user onboarding—account setup, device configuration, and software installation.
- Diagnosed and resolved issues related to Windows OS, Microsoft Office, and common business applications.
- Logged and tracked issues in the ticketing system.
- Set up printers and solved simple hardware issues.
- Assisted in internet, Wi-Fi, and VPN connection problems.

ACADEMIC QUALIFICATIONS:

2019-2021	MCA (Master of Computer Applications) Sona College of Arts and Science, Salem, India.
2016-2019	BCA (Bachelor of Computer Applications) Hindustan College of Arts and Science, Coimbatore, India.

KEY PROJECTS & ACHIEVEMENTS:

Exchange Server to Microsoft 365 Migration:

- Contributed to the end-to-end Exchange Server to Microsoft 365 migration, managing mailbox transitions, license assignments, and end-user communication.
- Delivered post-migration support by resolving Outlook profile issues, rebuilding OST files, fixing calendar sync problems, and troubleshooting Teams integration.
- Trained end-users on new Microsoft 365 features (Outlook, Teams, OneDrive) and created quick reference guides to reduce support tickets.

SAP Client Upgrade (Version 7 → 8 with Patch 10 Deployment):

- Coordinated SAP client upgrade for 500+ systems, deploying version 8 with Patch 10 while ensuring minimal downtime.
- Handled post-upgrade support, including SAP login troubleshooting, GUI configuration, and resolving client compatibility issues.
- Collaborated with SAP Basis and infrastructure teams to validate client stability, test patch compliance, and ensure smooth rollout.

CERTIFICATES

- Networking Basics – Cisco.
- VMware vSphere 7: Install, Configure, Manage—Udemy.
- Microsoft 365 Fundamentals (MS-900) – Microsoft Learn.
- Microsoft Entra Fundamentals (Identity & Access) -Microsoft Learn