

Bharath A T

System Engineer | Technical Support Engineer | IT administrator

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 Bengaluru, Karnataka

Professional Summary

- System Engineer & Technical Support Engineer with 1 year and 6 months of experience in IT infrastructure, Microsoft 365 administration, and end-user support.
- Skilled in managing Exchange Online, Intune, SharePoint, Teams, and Azure Active Directory (Azure AD).
- Proficient in Active Directory, network configuration, and IT Asset Management (HAM & SAM), including procurement and license compliance.
- Experienced in troubleshooting Windows, Linux, and macOS systems, as well as endpoint protection tools like Sentinel One and FortiGate firewalls.
- Adept at handling employee on boarding/off boarding, license assignments, and SLA-based support using Service Now, HR-One, and Pegasus..
- Committed to continuous learning, currently up skilling in AWS Cloud (EC2, S3, Lambda) to grow into Cloud or DevOps engineering roles.

Professional Experience

Zavasi Technologies Private Limited — Bengaluru, Karnataka

Technical Support Engineer (Onsite Client: General Aeronautics Pvt. Ltd.)

June 2024 – Present

- Experienced in Microsoft 365 Admin Center for managing user accounts, including mail ID creation, deletion, and backup of Outlook mailboxes and One Drive data. Accounts maintain the, and all one drive, Microsoft's teams, excels, word, and troubleshoot in the all the tools,
- Proficient in maintaining and troubleshooting Microsoft 365 applications such as Teams, Excel, Word, and One Drive.
- Hands-on experience with Exchange Online, Azure Active Directory (Azure AD), Intune, and SharePoint — including account creation, permission management, and site maintenance..
- Skilled in laptop hardware troubleshooting — motherboard-level repairs, RAM upgrades, sound and display issues, and replacement of components such as processors, sound cards, graphics cards, and keyboards.
- Managing endpoint security tools like Sentinel One — granting user permissions (USB, website access), creating policies, and enforcing endpoint protection rules.
- Proficient in installing and configuring Windows (all versions), Linux, and macOS operating systems
- expertise in application-level troubleshooting and providing end-user support for software and system issues.
- Strong understanding of networking concepts — firewall configuration, TCP/IP, LAN/Wi-Fi setup, VPN connectivity, and router configuration.
- Experience in maintaining biometric attendance devices — user creation, deletion, and system updates.
- Knowledge of server installation and management, creating multi-user environments using Promax servers..
- Working knowledge of Active Directory — user account management, group policy, and access control.
- Experience using ticketing tools such as Service Now, HR-One, and Pegasus for incident and request management.
- Learning and up skilling in AWS Cloud Services (EC2, S3, Lambda).
- Coordination with vendors for IT accessories procurement, repairs, and payments.
- experience in Software and Hardware Asset Management (SAM & HAM) — maintaining assets using tools like Snipe-IT, tracking inventory, and updating accessories lists,
- Maintaining Excel-based documentation for IT assets, procurement records, and payment tracking.
- Performing data backup and restore processes for employee laptops and uploading to AWS S3 or internal servers.
- Monitoring and maintaining CCTV systems (Hik Connect), smart office infrastructure, and FortiGate firewalls

to ensure network and security uptime

- Responsible for **employee on boarding and off boarding** processes — including creating new user accounts, assigning hardware assets, configuring access in Microsoft 365, and ensuring secure data backup and account deactivation during employee exit.

Vmoksha Technologies Private Limited — Bengaluru, Karnataka

System Engineer

May 2024 – May 2025

- Experienced in Active Directory management, including user creation, password resets, and account management.
- Administered for user/group management and implemented access controls.
- Proficient in installing and maintaining operating systems, software, drivers, and antivirus programs.
- Skilled in troubleshooting hardware, software, application, and network (LAN) issues, including BSOD and system slowness.
- Hands-on with Outlook configuration, email backups, printer/scanner setup, and RJ45 cable crimping.
- Responsible for maintaining Smart Office Suite applications, managing biometric attendance systems, and performing basic network troubleshooting and support.
- Managed asset tracking, vendor coordination, software renewals, and procurement.
- Provided end-to-end support for desktops, laptops, and peripherals.
- Managed complete IT Asset Lifecycle, including procurement, assignment, maintenance, and decommissioning.
- Performed Hardware Asset Management (HAM) and ensured proper tagging, tracking, and ownership.
- Conducted Software Asset Management (SAM) and maintained license compliance across multiple platform
- Oversaw procurement and disposal processes in coordination with vendors and procurement teams.
- Used Service Now for ticketing, incident resolution, and ensuring SLA compliance.
- Developed and maintained internal SOPs and IT knowledge documentation.
- Provided support through VDI, VPN setups, and remote tools like Anydesk and Team Viewer.
- Managed on boarding and off boarding processes: device setup, access provisioning, license assignments, and account deactivation.
- Ensured license renewal schedules and documentation for audit compliance.

Technical Skills:

Operating Systems: Windows, Linux and Basic macOS

Networking: IP Addressing, MAC Address, OSI, TCP-IP Models, LAN, WAN, DNS, DHCP, LAN, WAN, VPN, Switches, Routers.

Microsoft 365 Services: Exchange Online, SharePoint Online, Teams, Intune, Azure AD, Sites

IT Asset Management: ITAM, Asset Lifecycle, HAM, SAM, License Management, Procurement & Disposal.

Tools & Platforms: Service Now, Google Admin Console, Office 365 Admin Center, Any desk, Team Viewer, Ultraviewr

Virtualization: Windows Server (2012 R2–2020),

Troubleshooting: o365 office, Outlook, AD server, Wi-Fi network, Hardware and Software, Permission Access, Meeting (zoom, Google meet, Teams), On boarding and LWD's, Printer issue, end user issue.

Processes: SLA Management, SOP Documentation,

Ticketing Tools: Service Now, Internal Helpdesk Portals, Pegasus, HR-One

Certifications

- Software Asset Management (SAM)
 - Introduction to ITIL (IT Infrastructure Library)
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Strengths & Skills

Innovative Solutions, Creative Thinking, Strong Organizational Skills, Multitasking Abilities, High Integrity, Self-Motivation, Analytical Skills.

Education

- University of Tumkur. Tumakuru, Karnataka.
Bachelor of Science in Computer Science. 2020 - 2023
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Personal Details

- Date of Birth: 02-05-2002.
- Permanent Address: Bengaluru, Karnataka.
- Languages Known: English, Kannada, Telugu and Hindi.
- Nationality: Indian.

