

# SANIL A

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## OBJECTIVE

Experienced IT System Analyst with expertise in diagnosing and resolving technical issues across software, hardware, and network systems. Skilled in troubleshooting, providing efficient solutions, and ensuring optimal system performance. Adept at delivering high-quality customer support and managing service requests. Committed to improving user experience and minimizing system downtime. Dedicated to maintaining seamless IT operations and supporting business continuity.

## EXPERIENCE

### Vistaar Finance Pvt Ltd

*IT Infra Engineer*

Dec 2024 - Present

BANGALORE

- Reduced critical vulnerability exposure time by 40% through prioritized patching cycles.
- Automated OS and third-party patch deployments for 1200+ endpoints, ensuring 95% compliance with security updates.
- Integrated ManageEngine with Intune to enforce patch compliance for remote devices.
- Managed device compliance policies (BitLocker, Windows Update Rings) via Intune.
- Configured Conditional Access to block non-compliant devices from accessing corporate resources.
- Automated software deployments (Win32 apps, PowerShell scripts) for 200+ users, reducing manual effort by 30%.
- Resolved Level 2-3 tickets related to patch failures, Intune enrollment issues, and Azure AD sync errors.
- Microsoft 365 Administration: User and group management, security settings, Azure AD administration.
- Hands-on experience in database installation, configuration, and backup/restore operations.
- Ensured system reliability and data integrity through proactive monitoring and maintenance activities.
- Provided technical support to end-users via phone, email, remote tool, and in-person to resolve hardware, software, and network issues promptly.

### BIRLASOFT

Jan 2022 - Aug 2024

*IT TECHNICAL SUPPORT ANALYST*

- Utilized Qualys Vulnerability Management to prioritize and remediate security vulnerabilities across the IT infrastructure, ensuring proactive risk mitigation and compliance with industry standards.
- Managed the ServiceNow ticketing system to track and prioritize support requests, ensuring timely resolution of issues and adherence to SLAs.
- Microsoft 365 Administration: User and group management, security settings, Azure AD administration.
- Administered and supported Microsoft Windows and ensured system stability and security.
- Documented support processes, procedures, and resolutions to create knowledge-based articles and training materials.
- Monitored network devices using SolarWinds, identified issues, and ensured minimal downtime.
- Intune Helpdesk: Assisted end-users with Intune-related queries, device enrollment, and basic troubleshooting.
- Assisted in the deployment and configuration of new IT equipment and software applications.
- Trained end-users on IT best practices, software applications, and security protocols.
- Provided on-site technical support for events, ensuring smooth operation of audio-visual setups, and troubleshooting any issues that arose during live presentations or performances.
- Managed project offboarding activities to ensure client data security.
- Conducted asset management, reporting, and internal documentation, increasing audit compliance by 25%.

### MICROHARD PVT LTD

Jul 2019 - Oct 2021

*DESKTOP SUPPORT ENGINEER*

- Provide technical support for hardware, software, and network issues. Install, configure, and troubleshoot devices and applications.
- Installed, configured, and maintained operating systems, software applications, and peripheral devices.
- Conducted hardware and software inventory management to ensure accurate asset tracking.
- Documented support processes, procedures, and resolutions to create knowledge-based articles and training materials.

## TECHNICAL SKILLS

- **Operating Systems:** Microsoft Windows, macOS, Linux
- **Vulnerability Assessment:** QUALYS, NESSUS
- **Security Tools:** SIEM (SPLUNK), antivirus software, endpoint protection, data loss prevention (DLP) solutions
- **Incident Response:** incident detection, analysis, containment, eradication, recovery
- **Intune administration:** Device and Application Management, Security and Compliance
- **Ticketing Systems:** ServiceNow, Knowledge Pro
- **Network Protocols:** TCP/IP, DNS, DHCP, VPN technologies
- **Remote Support Tools:** Bomgar, LogMeIn Rescue, Microsoft Remote Desktop
- **Troubleshooting Skills:** diagnosing and resolving hardware, software, network issues
- **Network Skills:** Network Monitoring, Troubleshooting, Connectivity Management
- **Server Management:** IIS Server Installation, Configuration, Maintenance

- **Database Skills:** Database Installation, Backup & Restore, Data Management

## EDUCATION

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<b>NTTF (Bangalore)</b> <i>Information technology engineering diploma</i>	<b>2016 - 2019</b>
<b>Kerala Higher Secondary Education Board</b> <i>PUC, Computer Commerce</i>	<b>2014 - 2016</b>

## CERTIFICATIONS

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- CCNA
- QUALYS- VMDR
- CYBER SECURITY