

Sanjay Sathiyathan

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Summary

Desktop Support Engineer (IT Support) with hands-on experience delivering onsite and end-user support in fast-paced, customer focused environments. Strong background supporting Windows desktops, Microsoft 365, Active Directory, Intune, and ITSM workflows while meeting SLA and ITIL requirements. Experienced in onboarding users, deploying hardware, resolving incidents, and supporting multi-client environments in an MSP style model. Actively seeking onsite Desktop Support opportunities within enterprise and managed services environments.

Skills

- **Service Desk & End-User Support** Windows 10/11, macOS, Microsoft 365, Office Applications, Laptops/Desktops/Printers, Active Directory & Azure AD user/group management, Intune, Powershell
- **Systems & Cloud** Azure Administration, SQL, C#, PostMan, API testing, Server Administration (Linux, Windows Server), Virtualization (ESXi, VMware, Hyper-V, VirtualBox), Intune device enrolment & policy management
- **Telephony & Monitoring** VoIP & SIP configuration and troubleshooting, PBX systems: Asterisk, Issabel, VICIdial, 3CX, Infrastructure & application monitoring, ITIL Framework, Documentation & Knowledge Base Management
- **Professional Skills:** Troubleshooting & Problem Solving, Customer Support Excellence, Technical Communication, Team Collaboration, Mentoring Junior Staff

Education

- Lumify Learn**, Certified Cyber Security Professional – Melbourne, Australia June 2025 – Present
- SLIIT**, Bachelor's in Information Technology, Graduated – Colombo, Sri Lanka June 2016 – Dec 2020
- **Coursework:** Computer Architecture, Networking, Software Development, Computer security, Database management, Operating System

Experience

- Desktop Support Engineer**, Cost Logic Pvt Ltd – Melbourne, Australia June 2025 – Present
- Deliver high quality desktop and end user support in fast-paced, customer-facing environments, consistently ensuring high customer satisfaction and SLA compliance.
 - Perform IT onboarding for new users and customers, including hardware collection, laptop and mobile setup, user account provisioning, and environment familiarisation.
 - Administer Active Directory and Azure AD (Entra ID).
 - Support and administer Microsoft 365 and Intune, including device enrolment, policy assignment, application deployment, and user access management.
 - Log, track, and resolve incidents and service requests via ITSM tools, supporting printers, file shares, NTFS permissions, and DNS/domain issues across MSP-style client environments.
 - Troubleshoot hardware and software support for desktops, laptops, printers, VMs, and mobile devices.
 - Monitored infrastructure health checks and fix any platforms issues.
- Freelance IT Network Engineer**, TechDomain – Melbourne, Australia May 2025 – July 2025
- Troubleshoot LAN connectivity and network issues to ensure stable operations.
 - Configured and maintained Linux and Windows servers, including Active Directory management.
 - Provided hardware and printer support to resolve technical problems promptly.
 - Provided support for Office 365 services to enhance client productivity.
 - Monitored virtual machines (VMs) to maintain system performance and availability.

IT System Support Engineer, SLTMOBITEL – Colombo, Sri Lanka

Dec 2022 – Oct 2024

- Delivered L1/L2/L3 support and incident resolution, maintaining 99.9% service uptime in a client facing environment.
- Deployed (APM) and maintained monitoring tools for applications and server environment (Zabbix, Nagios, Kibana) to reduce downtime by 60%.
- Automated health checks and alerting via Python and Shell scripts, boosting early detection and response.
- Managed virtualization platforms (VMware, Hyper-V) and performed cloud operations across Azure and AWS.
- Conducted API testing and database validation using Postman and SQL for back-end integrity.
- Collaborated on project tasks, including upgrades, patching, and system migrations.
- Provided training sessions to staff on new IT tools and platforms. (iShamp, MySLT).

IT Support Executive, NEOTECHDESIGN – US, Remote

July 2020 – June 2022

- Delivered L1/L2 applications support for web-based platforms, ensuring high availability and secure operations for global users.
- Led incident resolution and system health monitoring using Freshservice ITSM, improving response time and SLA adherence.
- Monitored server and application logs, performed patching and deployment updates, and ensured system compliance.
- Provided technical guidance to non-technical staff, ensuring smooth adoption of applications.
- Handled user account provisioning, system access, and security audits.
- Contributed to operational documentation and knowledge base creation for faster issue resolution and onboarding.

Customer Care Representative, Dialog Axiata – Colombo, Sri Lanka

July 2018 – Nov 2018

- Attended more than 100 technical problems for customers daily, achieving a 90% first-call resolution rate through effective investigation and problem solving techniques.
- Responded quickly to inquiries and requests from prospective customers.
- Documented each interaction and followed up to ensure an 80% customer satisfaction rating, significantly improving service efficiency and customer satisfaction.

Projects

Infrastructure Monitoring

- Implemented and Monitored infrastructure performance and availability using Zabbix and Nagios to ensure optimal uptime and proactive issue detection.
- Tools Used: **Zabbix, Nagios, SQL, PostgreSQL, Windows server, Network file storage, Remote servers, IIS, VoIP, SIP**

MySLT Application Support

- Provided back-end system support for the MySLT platform, serving more than 1 million active users.
- Resolved critical application and infrastructure issues, reducing downtime and improving performance metrics.
- Performed API testing using Postman and performed SQL-based troubleshooting to ensure data integrity and system reliability.
- Tools used: **Linux, Windows, VMware ESXi, HyperV, Kibana, Elasticsearch, Postman, SQL, Network file storage, Docker, Python**

Trainings

- AWS Solution Architect Training – Win IT Solutions (2024)
- Microsoft Azure Administrator Training – Technet Online Academy (2023)
- Docker Training - Win IT Solutions (2024)
- IT Support - Google (2021)
- Zabbix Training - Win IT Solutions (2024)

- ITIL Foundation Training - SLTMOBITEL (2024)
- PL/SQL & Database Management Training - SLTMOBITEL Training Centre (2022)

Volunteering & Professional Engagement

- **ACS Digital Pulse 2025** – attended Victoria launch, networking with IT leaders and other ACS Tech events as well.
- **Clean Up Australia Day** - volunteer community clean-up.
- **World Environment Day** - Tree planting initiative.
- **Australian Tamil Chamber of Commerce** - Annual Gala 2025.

Reference

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