SHUBODAYA KUMAR
Systems Support Administrator

• **Plymouth** (open to relocate) • **Immediately Available** • hnshubodaya@gmail.com • **+44 7436301739** • LinkedIn • GitHub • Portfolio

SUMMARY

Committed to continuous learning, with 3+ years of experience supporting network and IT tasks, including hardware setup, monitoring, documentation, and SLA delivery with a growing focus on automation and operational excellence.

AREA OF EXPERTISE

• First-Line Systems Support • Helpdesk Operations • Email Ticket Management • HR & Payroll System Administration • User Access Management • System Upgrades Support • System Testing • SharePoint Administration • Web Content Management • User Support & Guidance • Process Documentation • Data Accuracy & Validation • Customer Service • Incident Resolution • Workflow Coordination • Cross-Team Collaboration • Change Support • Administrative Systems Support • Troubleshooting • Continuous Improvement • Compliance Awareness • Attention to Detail

KEY ACHIEVEMENTS

- **Knowledge Contribution:** Authored 20+ knowledge base articles; resolved 1,800+ support cases annually.
- **Team Support:** Led P1 incident resolution and supported junior engineers, reducing MTTR and meeting SLAs.
- **Recognition:** Earned three Spot Awards based on customer commendations.
- **Service Enablement:** Implemented chat support through Salesforce CRM and SonicWall sandbox integration.

PROFESSIONAL EXPERIENCE

Itarmi IT Services   **United Kingdom**
IT Support Engineer   **May 2025 – Present**

- Delivered on-site deployment of firewalls, routers, switches, servers, and structured cabling across client sites.
- Monitored, triaged, and resolved network incidents with NOC, restoring services and minimizing downtime.
- Executed approved network change management procedures and documentation for audits and handovers.

SonicWall Technologies   **Bangalore, India**
Technical Support Engineer   **May 2021 – August 2023**

- Provided 24x7 support, resolving P1 to P3 incidents within SLA and maintaining 99.5% service availability.
- Administered endpoint device security via a cloud-based management for policy enforcement and monitoring.
- Troubleshot LAN, WAN, and VPN connectivity issues, handling an average of 10-15 tickets per shift.
- Supported IPsec and SSL VPN with MFA across sites, enabling secure inter-site and remote connectivity.
- Performed fault isolation and root cause analysis, escalating issues with logs, reducing resolution time by ~20%.
- Managed 200+ active cases per month using Salesforce, ensuring accurate documentation, SLA compliance.
- Worked with development teams via Jira to resolve firmware issues and deploy hotfixes during critical outages.

PROJECT WORK

- Designed and deployed Windows Server infrastructure providing DHCP, DNS, Active Directory, and web services in an on-prem environment.
- Built and secured a hybrid on-prem and Azure lab supporting network services, servers, identity, and security monitoring using Microsoft 365, Entra ID, Intune, Defender XDR, and Sentinel.
- Automated IT tasks and completed academic projects and research in firewall design. More projects on GitHub.

EDUCATION

MSc in Cybersecurity | NCSC Certified   **Swansea, Wales, UK**
Swansea University | **(Distinction)**   **2023 – 2024**
BEng in Electronics and Communication   **Mysore, India**
Vidya Vardhaka College of Engineering   **2016 – 2020**

CERTIFICATIONS

• CCNA (200-301) • CompTIA Network+ (N10-009) • CompTIA Security+ (SY0-701) • Microsoft Certified: Azure fundamentals (AZ-900) • Google IT Support Professional • Google IT Automation using Python • Verify in Credly.

ADDITIONAL SKILLS

• Nessus • Windows • Linux • PowerShell • AD • LDAP • DHCP • DNS • VOIP • AWS • VMware • VS code • PuTTY • inSSIDer • FileZilla • Splunk • Wireshark • Clear communication • Teamwork • Time management Nessus