Mr SAKTHIVEL S

SYSTEM ADMINISTRATOR

System Administrator with 3 years of experience managing IT infrastructure, servers, and network systems. Skilled in maintaining Windows and Linux environments, improving system performance, and ensuring data security. I am excited to utilize my technical skills and problem-solving abilities in a dynamic organization.

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WORK EXPERIENCE

System Administrator

TATA Consultancy services

May 2022 - Present   Chennai, India

- Handled daily IT support **tickets**, **Resolving** user issues related to hardware, software, and system access.
- **Diagnosed** and repaired hardware faults, Including desktops, laptops, and peripherals.
- Installed and configured various operating systems like MAC, **Linux** & Windows ensuring system readiness and **security compliance**.
- Troubleshot ODC (Offshore Development Center) network issues, maintaining connectivity and up time.
- Worked with cloud and device management tools like Microsoft **Azure** and **Jamf** for system provisioning and policy enforcement.
- Provided technical support during system upgrades, migrations, and patch **deployments**.
- Maintained documentation for IT procedures, asset inventory, and incident **resolutions**.

SKILLS

- Networking
- Azure AD
- UI/UX Design
- Powershell
- Active Directory
- Technical Support
- Linux (REHL)
- Computer Hardware
- Operating System
- Windows troubleshooting

EDUCATION

B.Sc - CS   70 %

Muthayammal College Of Arts & Science
05/2018 - 04/2022

HSC   57 %

Bharathi Matriculation Higher secondary school
02/2017 - 03/2018

LANGUAGES

- Tamil
- English

PROJECT

Digital Infrastructure Services 02/2022 - Present

- Installed and configured Windows and Linux operating systems on End user machines.
- Ensured all IT assets are compliant with organizational policies using JAMF and Azure tools.
- Managed user accounts via Active Directory including password resets, group membership updates, and account provisioning/deprovisioning.
- Resolved IT support tickets related to hardware, software, and user access issues using own tools.
- Collaborated with cross-functional teams to ensure timely resolution of issues and asset deployment.
- Performed regular compliance checks and reporting to maintain infrastructure integrity and security.

CERTIFICATES

- I completed the Google IT Support Professional Certificate on (Coursera) in 2022.