SUKUMAR GAJULAPALLI

ICT Systems Analyst

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PROFESSIONAL SUMMARY

Proactive ICT Systems Analyst with 3+ years of experience maintaining and optimizing enterprise IT infrastructure. Skilled in Microsoft 365, Azure AD (Entra ID), Windows Server, VMware, and networking protocols. Recognized for leading security clean-ups across 600+ devices, mentoring junior staff, and enhancing team response times. Strong troubleshooting, documentation, and stakeholder communication skills. Passionate about improving system performance and ensuring seamless IT operations.

TECHNICAL SKILLS

Cloud & Systems:

Microsoft 365, Azure AD (Entra ID), Intune, SharePoint, VMware, Microsoft Defender, Microsoft Purview.

Server Technologies:

Windows Server 2016/2019, Group Policy, Active Directory.

Networking:

TCP/IP, DNS, DHCP, VPN, LAN/WAN, Cisco DNA Center, Network Troubleshooting.

ITSM & Tools:

ServiceNow, KEYSTONE, ITIL, GIT, Jira.

PROFESSIONAL EXPERIENCE

ICT Systems Analyst

Anglo American | Aug 2023 – Present

- Administered Microsoft Azure Active Directory/Microsoft Entra ID for all users, implemented MFA, and monitored performance to ensure secure and efficient access management; Also experienced in managing Windows Server for user administration, Group Policy, roles, and system maintenance.

- Managed Microsoft 365 services, including Exchange Online for mail flow and mailbox administration, implementing security and compliance solutions using Microsoft Defender, and enforcing data protection and governance with Microsoft Purview.
- Oversaw VMware environments to ensure high availability and optimal performance while actively participating in system upgrades and change management processes and maintaining comprehensive documentation to support both users and IT staff.
- Leverage tools like Cisco DNAC and SNOW (ServiceNow) to monitor system health, manage service queues, resolve incidents, and maintain operational visibility.
- Configured and maintained TCP/IP networking, including DHCP, DNS, and VPNs, ensuring reliable and secure communication across the organization.
- Administered and supported LAN, WAN, and wireless networks.
- Execute port configurations using KEYSTONE and manage identity and access controls via Active Directory and role-based access systems to maintain secure system environments.
- Demonstrate excellent attention to detail, accuracy, and analytical skills in all aspects of system maintenance, support, and reporting
- Provided responsive customer support and maintained clear communication with stakeholders while developing and managing technical documentation such as user guides and troubleshooting procedures.
- Led problem management and continuous improvement initiatives, identifying recurring issues and implementing long-term solutions to enhance system performance and efficiency.

Systems Engineer (Contract)

FirstPoint IT | Feb 2023 – Aug 2023

- Handled escalated incidents and service requests via ServiceNow related to Windows 11, Windows Server 2019, and Microsoft 365 services, including Exchange Online, SharePoint, and Teams.
- Administered user and group management tasks in Microsoft 365 and Windows Server environments, including mailbox permissions, security groups, and remote access.
- Performed network troubleshooting for LAN, WAN, wireless connectivity, and VPN access issues using TCP/IP tools (ping, ipconfig, tracert).
- Supported patching, system updates, and basic server maintenance tasks in line with MSP policies and security standards.
- Assisted with deploying new devices and applications by performing system imaging, configuration and applying group policies to ensure standardized setups.
- Diagnosed hardware faults in desktops, laptops, and networking devices, coordinating repairs or replacements as needed.
- Ensured compliance with ITIL practices for incident, request, and problem management, contributing to service quality and client satisfaction.
- Created and updated technical documentation, knowledge base articles, and user guides to support internal processes and client training.

Software Consultant

Centium Software (EventsAir) | Aug 2022 – Feb 2023

- Conducting and providing technical guidance and training in application software to end users with operational procedures.
- Analyze and identify business processes and tasks to best achieve the client's business needs.
- Using troubleshooting and monitoring tools such as Seq, Postman, Jira to assist the team and users in diagnosing issues proactively. Using the information gained to share with project and team leads to restore optimal software functionality.
- Provide post-deployment support to event users with systems and apps, analyze issues, and resolve queries. Identify potential risks in the system along with instability and inaccuracy in performance and recommend an optimal solution.
- Monitor system network and status in reference to users' applications to diagnose issues.
- Acting as a key point of contact and information exchange between the client, stakeholder, and internal department regarding system solutions.
- Documenting various system and software performance issues at a higher level and maintaining logs to further escalate solutions for system development and improvement.
- Taking responsibility for developing software applications and websites in project delivery while addressing changes to meet the client's needs.

EDUCATION

Master of Information Technology

James Cook University | 2019–2021

CERTIFICATIONS & RECOGNITION

- ITIL
- Microsoft 365
- Azure 900

References available upon request