Sukumar Gajulapalli

IT Support Officer

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PROFESSIONAL SUMMARY

IT Support Specialist with over 2 years' experience keeping enterprise systems running smoothly hands-on with Microsoft 365, Active Directory, patching, and access management. Quick to troubleshoot and solve issues with a focus on getting to the root cause. Took the lead on removing outdated software from 600+ devices to boost security. Known for mentoring new staff and improving team response times. Awarded Employee of the Month forgoing above and beyond. Great at explaining tech to all kinds of users technical or not. Proud to support secure, reliable IT services in a public sector setting.

Technical Skills

Microsoft O365	Service now (SNOW)	IT Infrastructure/ Lansweeper	Active Directory
Troubleshooting			

EXPERIENCE

IT Support Officer - ANGLO AMERICAN (August 2023–Present)

- **IT Support & Incident Management:** Provide end-to-end support for hardware, software, and AV issues across various environments, ensuring minimal downtime and high customer satisfaction through proactive monitoring, incident resolution, and follow-up.
- **System Maintenance & Administration:** Manage IT systems, including M365, identity access management, and AV platforms. Perform system builds, upgrades, and troubleshooting to maintain optimal performance and security.
- Leverage tools like **Cisco DNAC and SNOW (ServiceNow)** to monitor system health, manage service queues, resolve incidents, and maintain operational visibility.
- Execute **port configurations using KEYSTONE**, and manage **identity and access controls** via Active Directory and role-based access systems to maintain secure system environments.
- Participate in **system upgrades, change management, and documentation efforts**, ensuring accurate and accessible records for system users and support staff.
- Respond promptly to and resolve problems raised by **internal and external stakeholders**, maintaining a strong **customer service orientation** and ensuring stakeholder satisfaction
- Demonstrate excellent **attention to detail**, accuracy, and analytical skills in all aspects of system maintenance, support, and reporting
- **Customer Service & Documentation:** Respond to and resolve stakeholder issues promptly, maintaining clear communication and ensuring satisfaction. Create and maintain technical documentation, including user guides and troubleshooting procedures.
- **Problem Management & Continuous Improvement:** Identify recurring technical issues and lead efforts to implement long-term solutions and process improvements, ensuring ongoing system optimization.

SOFTWARE CONSULTANT

CENTIUM SOFTWARE (Events Air) August 2022–February 2023

- Conducting and providing technical guidance and training in application software to end users with operational procedures.
- Analyze and identify business process and task to best achieve the client's business needs.
- Using troubleshooting and monitoring tools such as seq, Postman, Jira to assist team and user 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 system and apps, analyses issues and resolve queries Identify potential risks in system along with instability and inaccuracy in performance and recommend optimal solution.
- Monitor system network and status in reference to users' applications to diagnose issues.
- Acting as a key point in contact and information exchange between client, stakeholder, and internal department regarding system solutions.
- Documenting various system and software performance issues at higher level and maintaining logs to further escalate solution for system development and improvement.
- Taking responsibility in developing software applicated app and websites in project delivery while addressing changes to maintain the client's needs.

PROJECTS:

Anglo American – December 2024 – March 2025

Enterprise-Wide Oracle Java Removal Project:

- Successfully removed Oracle Java from 600+ on site devices, ensuring compliance with licensing policies and security standards.
- Conducted impact Analysis to identify dependencies and mitigate risks before removal.
- Developed and updated documentation to support future maintenance and software management.
- Provided technical support and training to end users on alternative solutions.

EDUCATION

MASTER OF INFORMATION TECHNOLOGY

JAMES COOK UNIVERSITY

BACHELOR OF TECHNOLOGY IN COMPUTER SCIENCE, HYDERABAD.

Jawaharlal Nehru Technological University

REFERENCES

- Tylerjfulton@outlook.com
- nicklohrey@hotmail.com

AWARDS

- Received recognition for maintaining a positive attitude and fostering a collaborative work environment.
- Implemented a queue management system that reduced average customer wait times by 30%, leading to increased customer satisfaction score.