

TOM S. CHEMMALAKUZH Y

+1 770-356-4018 · tomchemmalakuzhy@gmail.com · <https://www.linkedin.com/in/tom-s-chemmalakuzhy>
8750 E McDowell Rd, Apt 22, Scottsdale, AZ 85257

Senior IT Specialist with expertise in systems analysis, development, and technical support. Currently pursuing a Master's in Computer Science, I bring a passion for innovation and advanced IT support solutions, ready to drive success within a high-performing IT team.

PROFESSIONAL EXPERIENCE

Verra Mobility | Mesa, AZ Senior Service Desk Analyst

2023 - Present

- Led a team of IT professionals in maintaining and advancing corporate networks and systems, providing support to over 2,000 users globally.
- Resolved an average of 200 support tickets weekly on ServiceNow with a 98% resolution rate, significantly enhancing end-user satisfaction and optimizing business operations.
- Onboarded and supported 700+ new users with network setup, desktop troubleshooting, hardware repairs, and mobile support, consistently resolving issues within 2 days.
- Collaborated with cross-functional teams and department leaders to understand and address IT systems, processes, challenges, and opportunities for improvement.
- Managed and refactored large codebases with Visual Studio, improving maintainability and reducing technical debt.
- Authored comprehensive IT support documentation, including troubleshooting guides and knowledge base articles, resulting in a notable increase in team productivity and a 30% reduction in the training period for new team members.
- Conducted thorough assessments to understand and address the organization's technology requirements, making strategic recommendations for improvements and organized this data using Power BI.

Love My Colon | Remote IT Support Specialist - Tier 2

2021 - 2023

- Assisted 500+ users with computer, phone, printer, software, and hardware issues, enhancing efficiency.
- Provided training and guidance on infrastructure solutions, enhancing IT staff skills and overall efficiency.
- Troubleshooted common problems, such as login issues, transaction errors, and performance problems using SAP.
- Increased client satisfaction by 25% with AI-driven automation, optimizing team focus on complex support tasks.

Be More Clean | Remote Lead Technical Advisor

2019 - 2021

- Leveraged software tools for data analysis and communication, resulting in a 20% increase in bookings and sales.
- Served as the escalation point for critical issue troubleshooting, ensuring minimal downtime and high system reliability.
- Implemented SQL Server Reporting Services (SSRS) for real-time stakeholder reports, enhancing decision-making.
- Coordinated with remote teams to ensure 100% achievement of project goals and deadlines.

EDUCATION

University of Hertfordshire Master of Science in Computer Science

2023 - Present

- Data Structures & Algorithms
- Principles of Machine Learning & AI Programming

SKILLS

IT Skills:

- Advanced Networking
- Advanced Troubleshooting
- Network Security
- Software Installation
- Expert Technical Support
- Network Administration
- System Administration
- Computer Hardware

Tools:

- Active Directory, Office 365, ServiceNow, SAP, PowerShell, Visual Studio, GitHub, Azure Management, VPN Software

Platforms:

- Windows, Mac OS, iOS, Android, Linux, Windows SQL Server 2012, AWS

Languages:

- SQL, HTML/CSS, JavaScript, Python