MADHU SUDHAN.K

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No:94, 4th cross, Kanakadasa Layout,
Lingarajapuram, Bangalore: 560084

Career Objective:

To utilize my knowledge towards a challenging career in a growth oriented and leading edge organization that recognizes and values individual contribution and provides opportunities for continuing growth and advancement.

Professional Experience

COMPANY	:	**Actunat India Pvt Ltd**
PROCESS	:	Actuant IT
DESIGNATION	:	IT Analyst
DURATION	:	From April 2019 – Till date
RESPONSIBILITIES	:	Handling desktop related calls Actuant employees.

Job Profile:

- Logging incident and requests tickets in LANDesk and performing timely follow-up on the tickets.
- Providing Desk side Support and assisting users with any issues related to desktop, printers, other desktop equipment's.
- Maintain Active Directory (AD) structures, manage user and computer account migrations between domains and maintain multiple Organizational Units (OUs).
- Creating users, Distribution list, Mailbox and providing access to shared drives in Active Directory and Certify.
- Push Software installation, windows updates to client machine and servers through SCCM.
- Provisioning I phones, managing it through Meraki System Manager.
- Worked on Windows 10 migration from Windows.
- Worked on Office 365 upgradation from office 2010.
- Handling issues related with Network printers and managing the print server.

COMPANY	:	**TATA Consultancy Services Limited (TCSL)**
PROCESS	:	Husky Energy
DESIGNATION	:	System Engineer
DURATION	:	From April 2017 – April 2019
RESPONSIBILITIES	:	Handling desktop related calls clients.

Job Profile:

- Logging incident, requests ,change and problem tickets in Service Now and performing timely follow-up on the tickets.
- Providing Desk side Support and assisting users with any issues related to desktop, printers, other desktop equipment's.
- Creating users, Distribution list, Mailbox and providing access to shared drives in Active Directory and Certify.
- Push Software installation, windows updates to client machine and servers through SCCM.
- Build the team of fresh men from ground up with technical know-how as we had transitioned the application support & development from the client.
- Standardized support process to improve quality of deliverable across the team
- Improved support processes (e.g. preparing technical presentations, KEDB etc.)
- Identified repetitive incidents and resolve them from recurrence using enhancements/bug fixes
- Resolve all issues reported by users within SLA and Provided 24/7 on-call support
- Mentor and train team members in Active Directory, various Microsoft and client application.

COMPANY	:	**Xchanging Technologies Pvt. Ltd**
PROCESS	:	FLIT
DESIGNATION	:	Desktop Engineer - UK
DURATION	:	From Oct 2015 – March 2017
RESPONSIBILITIES	:	Handling desktop related call raised by UK employees.

Job Profile:

- First line technical support for all users. Primary functions include maintaining Domain accounts, Office 365 admin center, Distribution lists, laptop/Desktop imaging and configuring.
- Provisioning BlackBerry's, managing the BlackBerry Enterprise Server.

- Provided software and hardware technical support to end-users via email, phone and remote control.
- Support consists of VPN, MS Office, laptop and desktop issues, printer's configuration.
- Used imaging software to deploy systems in a timely manner.
- Responsible for incoming calls, incidents raised via the ticketing systems and route to team.
- Generating reports and updating lead and manager, daily and weekly basics.

COMPANY : **GAVS Technologies Pvt. Chennai**

PROCESS : Edelman

DESIGNATION : Associate – Systems

DURATION : From Dec 2013- Aug 2015

RESPONSIBILITIES : Handling tickets which are assigned to me in Service Desk.

Job Profile:

- Handling issues related to Operating System for user's computers connected in a domain using remote desktop.
- Handling issues related with Network printers, Ticket printers and Bag tag Printers.
- Installing required software based on the user's requests on the domain computers using remote desktop software.
- User Account Creation, disable, deletion and modification using Active Directory.
- Group mailbox creation, deletion and modification in exchange server.
- Implementing and managing group polices as per the project requirement Monitor Concurrent Logins / Connections.
- Generating reports and updating client frequently on weekly basics.
- Responsible for logging incoming calls and incidents raised via the ticketing systems
- Providing efficient support for all 1st Line issues relating to Servers, Desktops, Laptops and peripherals
- Performed diagnostics and troubleshooting of system issues, documented help desk tickets/resolutions and maintained equipment inventory lists.
- Take ownership of a call and seeing it through to closure. Escalating calls and issues where necessary to senior managers & team leaders. Keeping customers updated as to progress.
- Monitor high priority incidents (P1) 24 x 7 x 365, identifying "Global - Major Incidents".
- Reimaging Laptop/Desktop and installing basic software through Altiris console.
- Monitoring server, router and switches using network monitoring tool.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and configuring VPN in systems.
- Tracking the Alerts triggered by monitoring tools and escalating it to the appropriate team

Other Activities:

- Responsible for Support and Maintenance deliverables
- Knowledge Transition Manager for any new projects initiated within the respective client
- Trained new employees who have joined the team
- Delivering support per defined SLA Metrics agreed with the customer
- Handle Escalations when there are issues with the team's performance
- Worked on quality metrics to improve the customer service.

Skill Set:

- IT Infrastructure Management
- Resolving a wide variety of Laptop/Server/Network/MS Suite software and hardware issues
- Install & troubleshoot windows OS, MS Lync.
- Knowledge Troubleshooting VPN and IP based Desk Phones
- Strong Verbal & Written Communications skills

Technical skills:

- CCNA Basics, MCSE Basics
- DNS, DHCP, Group Policy, Network monitoring
- Windows Active Directory, MS Exchange
- C, C++, ALP, VHDL

Strengths:

- Excellent Customer Service Skills
- Customer Problem Assessment & Resolution Skills
- Commitment to service excellence
- Team player, organized, open-minded, high integrity, flexible and strong business ethic

Academic qualifications:

EXAMINATION	INSTITUTION	UNIVERSITY BOARD	YEAR OF PASSING
B.E (ECE)	HKBK COLLEGE OF ENGENEERING	VTU	2013
PUC	EAST POINT PU COLLEGE	Karnataka PUC Secondary Education Board	2009
SSLC	ST.ALOYSIUS HIGH SCHOOL	Karnataka Secondary Education Board	2006

Languages Known:

- English
- Hindi
- Kannada
- Tamil

Personal details:

- **Father's name**   : Karthikeyan.M
- **Date of birth**   :15th January 1990
- **Marital Status**   : Married
- **Nationality**   : Indian

Place: Bangalore
Date: **MADHU SUDHAN.K**