

# MARIYA SANGEETHA

## IT TECHNICAL ANALYST

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**Current Employer :** Deloitte USI, Chennai, India

**Work Experience:**4+ Years

**Education:** B. Tech -Information Technology

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**Language:** English (Advanced), Tamil (Native)

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### SUMMARY:

- Detail-oriented and customer-focused Technical Support Engineer with over 4+ years of experience in troubleshooting, diagnosing, and resolving hardware, software, and network-related issues. Proven ability to handle high-volume support requests across multiple platforms including Windows 10/11 and macOS environments. Skilled in providing L3 support, incident management, and delivering excellent customer service. Strong analytical thinker with a passion for problem-solving and continuous learning in emerging technologies.

### SKILLS:

- Technical Support (L3) both hardware and software
- Windows 10 & Windows 11 Administration and macOS / MacBook Support
- ODC support to client, including configuration, Machine hardening.
- Relevant to AI tools and Imaging laptops using Gen AI, familiar with Next think, Copilot, MS Entra tool and azure portal.
- Active Directory for account management & User Management
- Networking Fundamentals (TCP/IP, DNS, DHCP)
- Incident & Problem Management (ITIL)
- Ticketing Tools (ServiceNow), Asset management (SAP), Account Management (Active directory)
- Portfolios Handling like repair, Mobility, AV Support, Data retention, new hire configuration.
- Office 365 / Microsoft 365 Technical Support
- VPN Configuration & Troubleshooting
- Email Support (Outlook, Exchange)

## **EXPERIENCE:**

### **IT Technical Analyst. Deloitte USI, Chennai, India- From Feb 2022**

- Provide L3 technical support for end-users via phone, email, and chat.
- Troubleshoot and resolve issues related to Windows 10/11, macOS, and enterprise applications.
- Manage user accounts, permissions, and group policies using Active Directory.
- Diagnose hardware issues in desktops, laptops, and peripherals, including MacBooks.
- Support Office 365 applications including Outlook, Teams, OneDrive, and SharePoint.
- Use ServiceNow ticketing system to log, track, and resolve incidents within SLA.
- Collaborate with network and infrastructure teams to resolve complex technical issues.
- Provide remote support using tools like Log me in Rescue and Remote Desktop.
- Handled high-volume inbound support requests and ensured timely resolution.
- Handle issues related to motherboard, RAM, SSD/HDD, battery, LCD, keyboard, touchpad, fan, power adapter, and TPM

## **CERTIFICATIONS:**

- Spot Award received at Deloitte.
- CompTIA Security + Udemy Certification.
- AI Tool workshop at be10x & CompTIA security plus

## **EDUCATION:**

- **B. Tech in Information Technology 2017 – 2021** from Meenakshi College of Engineering, Chennai (8.0 CGPA).
- Completed **Higher Secondary School 2017** from Don Bosco Matric Higher Secondary School, Chennai (85%).
- Completed **SSLC 2012** from Infant Jesus Matriculation School, Chennai (94.2%).