

MARIYA SANGEETHA

Technical Support Engineer

+91-8056134118 • mariya761999@email.com

Saudia Arabia (Riyadh) • Visa Status: Available Immediately • Immediate Joiner

PROFESSIONAL SUMMARY

Results-driven Technical Support Engineer with 4+ years of experience delivering Tier 1/2/3 IT support, network troubleshooting, and enterprise system administration. Proven track record of achieving 98%+ SLA compliance and reducing ticket resolution time by 30%. Skilled in Windows/Mac environments, Active Directory, cloud platforms (Azure, AWS), and ITSM tools. Seeking a challenging Technical Support role in the GCC region with immediate availability.

CORE COMPETENCIES

OS & Platforms	Windows Server 2016/2019/2022, Windows 10/11, Linux (Ubuntu), macOS Modern Management (Autopilot).
Networking	TCP/IP, DNS, DHCP, VPN, LAN/WAN, Firewall Configuration, Wi-Fi Troubleshooting
Cloud & Virtualization	Microsoft Azure, VMware, Office 365, Google Workspace
ITSM Tools	ServiceNow - Ticketing & Incident Management
Security & Compliance	Active Directory, Group Policy, MFA, Endpoint Security, Antivirus, Patch Management
Hardware	Desktops, Laptops, Printers, Servers, CCTV, Access Control Systems, POS Terminals
Soft Skills	Bilingual (English & Tamil), Customer-Focused, SLA-Driven, Team Collaboration
Management tools	SAP Logon, Active Directory, MS Entra Administrator, Next Think, Linchpin.

WORK EXPERIENCE

Technical Support Engineer – L3 | Deloitte Consulting Pvt Ltd. | Chennai, Tamil Nadu, India | Feb 2022 – Present

- Managed 80+ daily support tickets via ServiceNow ensuring 97% SLA adherence for enterprise clients.
- Provided remote and on-site troubleshooting for Windows, Linux, and macOS environments.
- Administered Active Directory (user provisioning management) for 500+ users.
- Deployed and configured Office 365, Azure AD, and Intune for corporate device management.
- Reduced average ticket resolution time by 28% through documentation of SOPs and knowledge base articles.
- Supported network devices including routers, switches (Cisco/HP), and access points.
- Conducted new employee IT onboarding and hardware setup for 50+ employees per quarter.

EDUCATION

Bachelor of Technology – Information Technology | Anna University, India | 2021

CERTIFICATIONS

- CompTIA A+ • CompTIA Network+ • ITIL v4 Foundation (In Progress)
- Artificial Intelligence and ChatGPT for Cyber security (Udemy learnings)

KEY ACHIEVEMENTS

- Awarded 'Spot Award - Best Support Engineer L3 2024' for demonstrating exceptional dedication and effectiveness in managing the walk-up operations, especially during resource-lean periods and willingness to support over weekends for critical issues such as the CrowdStrike incident and BCP .
- Reduced hardware procurement costs by implementing a standardized IT asset management system.
- Led a team of 4 junior technicians, mentoring them to achieve 90%+ first-call resolution rates.
- Successfully migrated 300+ users from on-premises Exchange to Microsoft 365 with zero data loss.
- Offshore delivery support for Clients like Citrix, BOA, Verizon, Travellers and rewarded for the incredible support provided.
- Portfolios Management – Repair Management, Mobility AOP, Data Retention and National Compliance.

LANGUAGES

English (Fluent – Professional) • **Tamil** (Native) • **Arabic** (Basic – Learning)

ADDITIONAL INFORMATION

Availability: Immediate Joiner (60-day notice period on process) **Passport:** Valid (Indian) **Preferred Location:** Saudi Arabia, Riyadh