

# MARIYA SANGEETHA

## IT Technical Support Engineer

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Chennai, India

### PROFESSIONAL SUMMARY:

Results-driven Technical Support Engineer with 5 years of experience delivering Tier 1/2/3 IT support, network troubleshooting, and enterprise system administration. Proven track record of achieving 99%+ 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:

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

### WORK EXPERIENCE:

#### Technical Support Engineer – L3 | Deloitte USI | Chennai, Tamil Nadu, India | Feb 2022 – Present

- Managed 80+ daily support tickets via ServiceNow ensuring 99% 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:

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**Bachelor of Technology – Information Technology** | Anna University, India / 2021 Pass Out

## CERTIFICATIONS:

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

## KEY ACHIEVEMENTS:

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- 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:

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

## ADDITIONAL INFORMATION:

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**Joining:** Immediate

**Passport No:** AS295380

**Indian Driving License:** Yes

**Preferred Location:** Riyadh, KSA

**Additional Contact No:** +917539979728