

MEGHA S

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PROFESSIONAL SUMMARY

IT Support Specialist with 3+ years of experience delivering Tier 1 and Tier 2 end-user support across banking, fintech, and enterprise environments. Works a helpdesk queue of 30 to 40 tickets per week against a four-hour response SLA across Windows 10 and Windows 11, Microsoft Office 365, hardware, and network connectivity. Experienced in Active Directory and Entra ID account administration, device imaging and deployment, hardware inventory tracking, and Windows 10 to Windows 11 migration. Communicates clearly with non-technical users and documents every ticket thoroughly.

SKILLS

Technical Skills: Service Desk & Ticketing: Technical helpdesk, incident logging and database tracking, Jira Service Management, ServiceNow, Confluence, SLA management, escalation workflows, ITIL practices, customer service, Operating Systems: Microsoft Windows 10, Microsoft Windows 11, Windows 10 to Windows 11 migration, macOS, Linux (RHEL, Ubuntu), Windows Server, Identity & Access: Active Directory (AD), Azure Active Directory / Microsoft Entra ID, Okta, Single Sign-On (SSO), SAML, Group Policy, Multi-Factor Authentication (MFA), user provisioning and deprovisioning, Productivity & Collaboration: Microsoft Office Suite (Outlook, Word, Excel, PowerPoint), Microsoft Office 365, Microsoft Teams, SharePoint, OneDrive, Google Workspace, Slack, Zoom, Hardware & Asset Management: Laptop and desktop imaging, device deployment, hardware inventory and asset tracking, printers, Zebra printers, Android devices, iOS devices, peripherals, conference room A/V, Networking & Infrastructure: LAN, WAN, TCP/IP, DNS, DHCP, VPN, Wi-Fi troubleshooting, switches, routers, firewalls, wireless access points, infrastructure management, Cloud & Server: AWS, Azure, Google Cloud, cloud server environments, Windows Server, Linux servers, server patch management, backup and disaster recovery, Scripting & Automation: PowerShell, Groovy (Script Runner), Bash, Python, SQL, remote desktop support tools

WORK EXPERIENCE

PNC Bank | IT Support Specialist | Irving, TX

Jun 2026 - Present

- Provide Tier 2 helpdesk support for internal banking applications and end users, working 25 to 30 escalated tickets per week against a four-hour response SLA.
- Log, categorize, and track every request in the enterprise ticketing system, attaching logs and reproduction steps so escalations move without a second-round trip.
- Troubleshoot Windows 11 desktop, application, and network connectivity issues, resolving most at the support tier without engineering involvement.
- Handle roughly 10 access requests a week across Active Directory and Microsoft 365, covering account creation, permission changes, and group membership.
- Support Android and iOS mobile devices and Zebra printers used across the banking environment, guiding associates through day-to-day operational processes.
- Participate in an on-call rotation covering occasional weekend shifts for infrastructure and endpoint issues.

Fiserv | IT Support Analyst | Frisco, TX

May 2025 - Apr 2026

- Served as first point of contact for roughly 550 users, resolving 30 to 35 requests a week across Windows, Microsoft Office 365, and collaboration tools.
- Supported the Windows 10 to Windows 11 migration by imaging and upgrading devices, validating application compatibility, and walking users through cutover.
- Administered user accounts in Active Directory and Microsoft Entra ID, handling provisioning, deprovisioning, group membership, MFA enrollment, and license assignment.
- Maintained hardware inventory and asset records in the ticketing system, tracking eight to ten device assignments and returns a month through onboarding and offboarding.
- Supported Microsoft Office, Google Workspace, Slack, and Zoom, plus conference room A/V for meetings and company events.
- Administered Jira and Confluence across 38 projects and published around 30 knowledge base and how-to articles for self-service.
- Configured and troubleshoot LAN and WAN network connectivity, VPNs, and wireless access points for remote and on-site users.
- Used PowerShell scripting to automate repetitive account and device tasks, cutting manual effort on routine provisioning workflows.

DXC Technologies | Service Desk Analyst | India

Jun 2022 - Jun 2024

- Delivered Tier 1 and Tier 2 support for roughly 450 end users on Windows 10 and macOS, working 40 to 45 tickets per week across hardware, software, connectivity, and account issues.
- Logged and tracked every ticket through to closure in the ITSM system, holding first-contact resolution around 70% on a shared queue.
- Performed Active Directory and Microsoft Office 365 administration covering password resets, account unlocks, group membership changes, mailboxes, distribution lists, and license assignments.
- Imaged, configured, and deployed 15 to 20 laptops and desktops a month and maintained hardware asset records in the ticketing system through the device lifecycle.
- Troubleshoot VPN, Wi-Fi, DNS, and printer connectivity issues both on site and through remote support tools.
- Managed Windows server environments and applied server patch management and system updates across endpoints to maintain security compliance.
- Documented troubleshooting procedures and published knowledge materials so end users could self-resolve common issues.

EDUCATION

Lindsey Wilson College
Masters, Tech Management

GPA: 3.88