

Veera Venkata Siva Satyanarayana

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SUMMARY

Enterprise IT Engineer and Network Engineer with experience supporting enterprise IT operations, end-user computing, network infrastructure, security, incident management, infrastructure upgrades, and disaster recovery across multi-location environments. Skilled in Level 1 and Level 2 technical support, Windows desktops and laptops, printers, Microsoft 365, Active Directory, ServiceNow, LAN/WAN, VPN, Cisco routing and switching, wireless infrastructure, firewalls, endpoint security, backup and recovery, and infrastructure monitoring. Experienced in troubleshooting complex workstation, software, network, and infrastructure issues, documenting technical procedures, coordinating cross-functional teams and vendors, supporting change activities, and maintaining SLA-driven service operations. Strong analytical, problem-solving, communication, documentation, and customer-support capabilities focused on reliable IT service delivery and secure infrastructure operations.

EXPERIENCE

Network Engineer

Aston Technologies, Inc.

June 2025 - Present, Texas, USA

- Provide Level 1 and Level 2 technical support for Windows 11 workstations, laptops, desktops, printers, network peripherals, and enterprise IT endpoints supporting 700+ users with 95% issue-resolution efficiency.
- Administer and maintain LAN, WAN, WLAN, VPN, switches, routers, firewalls, and wireless access points while sustaining 99.9% network availability across business locations.
- Configure and troubleshoot Cisco Layer 2 and Layer 3 switches, routers, Meraki wireless infrastructure, VPN connectivity, VLANs, DNS, DHCP, and TCP/IP environments with 95% incident resolution within operational SLA targets.
- Monitor infrastructure health and network performance using SolarWinds and Wireshark, improving issue detection and troubleshooting efficiency by 25%.
- Manage ServiceNow-based incidents, service requests, technical escalations, infrastructure changes, and operational documentation with 95% SLA compliance.
- Administer Active Directory, Azure AD, Group Policy, Microsoft 365, user provisioning, and access management while supporting 98% successful user-access resolution.
- Perform firewall administration, endpoint security implementation, vulnerability remediation, and secure remote-access support, improving infrastructure security readiness by 22%.
- Support infrastructure build-out, network upgrades, hardware refreshes, workstation deployments, and migration activities with 98% project completion accuracy.
- Maintain configuration backups, network diagrams, IT asset records, troubleshooting procedures, and knowledge documentation through Visio and ServiceNow, improving technical documentation completeness by 30%.
- Coordinate with IT teams, vendors, ISPs, and business stakeholders during infrastructure incidents and outages, improving technical issue closure efficiency by 25%.

Network Engineer

POORNAM TECHNOLOGIES PRIVATE LIMITED

April 2022 - June 2024, India

- Delivered Level 1 and Level 2 IT support for 500+ end users, resolving workstation, laptop, printer, software, connectivity, and infrastructure issues with 95% first-call resolution.
- Installed, configured, maintained, and troubleshot Cisco switches, routers, wireless access points, VPN connectivity, and LAN/WAN infrastructure with 98% operational readiness.
- Supported Windows desktop and laptop deployment, hardware installation, workstation maintenance, printer setup, and endpoint troubleshooting with 97% successful deployment completion.
- Managed ServiceNow incidents, service requests, change activities, and technical escalations while maintaining 95% SLA adherence across operational support activities.
- Administered Active Directory user accounts, Microsoft 365 licenses, password resets, security groups, and access permissions with 98% access-request accuracy.
- Performed firewall monitoring, endpoint protection, malware prevention, vulnerability remediation, and network security activities, improving security readiness by 22%.

- Conducted network troubleshooting across TCP/IP, DNS, DHCP, VLAN, VPN, wireless, and routing environments, reducing recurring connectivity incidents by 20% through structured root-cause analysis.
 - Supported backup verification, disaster recovery procedures, infrastructure recovery activities, and configuration documentation with 98% backup and recovery validation accuracy.
 - Performed hardware replacements, switch upgrades, network cable testing, workstation deployments, and preventive maintenance with 95% infrastructure readiness.
 - Created troubleshooting procedures, technical documentation, end-user guidance, and knowledge materials while coordinating with IT teams and users, improving support-process consistency by 25%.
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EDUCATION

Master's in Information Systems and Technology

University of North Texas • Texas • 2026

Bachelor's Electronics AND Communication Engineering

R.M.D Engineering College • India • 2023

SKILLS

- Enterprise IT Support and IT Operations
 - Level 1 and Level 2 Technical Support
 - LAN, WAN, WLAN, VPN, VLAN and TCP/IP
 - Cisco Routing, Switching and Wireless Infrastructure
 - Windows 10/11, Windows Server and macOS Support
 - Active Directory, Azure AD, Group Policy and Microsoft 365
 - ServiceNow Incident, Service Request and Change Management
 - Firewall Administration, Endpoint Security and Vulnerability Remediation
 - SolarWinds, Wireshark, PRTG and Infrastructure Monitoring
 - Backup, Recovery, Disaster Recovery and Infrastructure Resilience
 - VMware, Hyper-V, IT Asset Management and Hardware Deployment
 - PowerShell, Technical Documentation, Knowledge Management and End-User Support
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