

SANJAY VUDEM

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PROFESSIONAL SUMMARY

Technical Support Engineer with 3+ years of experience delivering L2/L3 incident resolution and IT operations support across financial services and global enterprise IT environments. Currently supporting Citi's large-scale technology transformation initiative — managing production incidents for mission-critical banking applications with a focus on MTTR reduction, SLA compliance, and cross-functional collaboration. Proven ability to build scalable support processes through structured runbooks, root cause analysis, and proactive monitoring — in high-stakes environments where downtime has real business and regulatory consequences.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, macOS, Ubuntu Linux
ITSM & Ticketing: ServiceNow, Jira Service Management, Zendesk
Microsoft Technologies: Microsoft 365 (Exchange, Teams, SharePoint), Azure AD / Entra ID, SCCM, Microsoft Intune
Networking: TCP/IP, DNS, DHCP, LAN/WAN, VPN (Cisco AnyConnect, Palo Alto GlobalProtect)
Endpoint Security: CrowdStrike Falcon, Microsoft Defender, Okta MFA, Duo Security
Remote Support Tools: BeyondTrust (Bomgar), TeamViewer, AnyDesk, Remote Desktop Protocol (RDP)
Scripting & Automation: PowerShell, Basic Python
Identity & Access Management: Active Directory, Azure AD, Group Policy Objects (GPO), RBAC
Frameworks: ITIL v4, Incident Management, Change Management, Problem Management, SLA/OLA
Hardware: Desktop/Laptop configuration, printer troubleshooting, peripheral setup

PROFESSIONAL EXPERIENCE

Citibank · USA	Feb 2026 – Present
<i>Technical Support Engineer</i>	
- Act as the primary L2 escalation point for production incidents across trading, payments, and core banking platforms, triaging and coordinating resolution through ServiceNow ITSM, consistently meeting SLA targets in a high-pressure financial environment. - Monitor application health and infrastructure performance using Splunk and Dynatrace dashboards, proactively detecting anomalies and triggering early alerts before end-user impact escalates into a formally declared incident. - Support cloud modernization initiative by troubleshooting Azure-hosted application connectivity, access provisioning failures, and configuration drift issues in close collaboration with platform and infrastructure engineering teams. - Built and maintain a living knowledge base of 40+ technical runbooks and SOPs, enabling L1 agents to self-resolve recurring incidents and measurably reducing unnecessary L2 escalations. - Partner with Release Engineering and Change Management during high-risk change windows, running smoke tests, validating post-deployment health, and coordinating rollbacks when critical production regressions are detected. - Maintain complete, audit-ready incident records aligned with Citi's internal compliance standards and ITIL v4 practices, ensuring documentation is defensible during regulatory reviews and internal control validations.	
Hexaware Technologies · India	Jan 2021 – Jul 2023
<i>Technical Support Engineer</i>	
- Delivered L1/L2 technical support for enterprise clients across banking, healthcare, and insurance verticals, managing 40–60 tickets daily in ServiceNow while consistently maintaining a 2-hour first-response SLA. - Spearheaded remote access, RDP, and VPN troubleshooting for 400+ end users during the company-wide shift to remote operations in 2020, maintaining business continuity with no major service disruptions throughout the transition. - Resolved escalated Active Directory, Microsoft 365, Exchange Online, and network connectivity incidents for global clients, sustaining a 90%+ CSAT rating across consecutive quarterly satisfaction surveys. - Configured ServiceNow auto-routing and ticket categorization workflows for recurring incident types, reducing manual triage overhead and improving first-contact resolution rates across the support team. - Authored and maintained 25+ technical runbooks and knowledge base articles adopted as team SOPs, reducing onboarding ramp-up time for new engineers and cutting repeat escalations on well-documented issue types. - Led weekly problem management reviews, identifying root-cause patterns in high-frequency P2 incidents and driving permanent fixes that eliminated repeat escalations on key client accounts. - Managed P1/P2 vendor escalations with Microsoft, Cisco, and Dell, ensuring critical hardware and software issues were resolved within contracted OLA timelines for priority enterprise clients.	

EDUCATION

Master's in Information Science/Studies	Jan 2024 – May 2026
Trine University, USA	
Bachelor's in Computer Science and Engineering	Jun 2018 – Jun 2021
Vardhaman College of Engineering, India	