

Venkata Satya Manikanta Ravindra Saranapu

SAINT LOUIS, Missouri, United States | ravindrasaranapu24@gmail.com | (314) 575-7105 | [linkedin.com/in/venkata-satya-manikanta-ravindra-saranapu-59b916176](https://www.linkedin.com/in/venkata-satya-manikanta-ravindra-saranapu-59b916176)

PROFESSIONAL SUMMARY

Results-driven System Administrator with over five years of experience optimizing enterprise IT infrastructure across Windows, cloud, and virtualization environments. Possesses a strong background in managing Active Directory, Microsoft Azure, and M365 services to ensure high availability and robust security. Adept at resolving complex infrastructure challenges through PowerShell automation, with a proven track record of building scalable, secure IT solutions that drive operational efficiency.

EDUCATION

Saint Louis University

Master of Science, *Information Systems*

May 2025

SKILLS

Cloud Platforms: Microsoft Azure, Azure Active Directory, Microsoft 365, Exchange Online, Azure Virtual Machines, Azure Storage, Azure Backup, Microsoft Intune, AWS, Google Cloud, Cloud Server Environments

Windows Infrastructure: Windows Server 2016/2019/2022, Active Directory, Group Policy (GPO), DNS, DHCP, File & Print Services, Remote Desktop Services

Virtualization: VMware ESXi, VMware vSphere, Hyper-V, Virtual Machine Provisioning, Snapshot Management

Networking: TCP/IP, LAN/WAN, VLAN, VPN, Routing & Switching, Wireless Networking, Network Troubleshooting

Security & Identity: Identity & Access Management (IAM), RBAC, Multi-Factor Authentication (MFA), Microsoft Defender, BitLocker, Endpoint Protection, Security Compliance, Vulnerability Assessment

System Administration: Server Installation & Configuration, Server Patch Management, Windows Updates, Software Deployment, Performance Monitoring, Backup & Disaster Recovery, Endpoint Management

Automation: PowerShell, PowerShell Scripting, Python, Batch Scripting

IT Operations: ServiceNow, Jira, ITIL, Incident Management, Change Management, Root Cause Analysis, Technical Documentation, Shipping & Logistics Tools

Database: Microsoft SQL Server, SQL, Backup & Recovery, Query Optimization

WORK EXPERIENCE

TANTECH LLC | System Engineer

Dec 2025 - Present

- Provide Level 1/2 support for desktops, laptops, Zebra printers, and Android/iOS devices, resolving workstation and software issues including installation, upgrade, and maintenance of systems.
- Manage Active Directory by creating and maintaining user accounts, security groups, Organizational Units (OUs), and Group Policy Objects (GPOs) to enforce enterprise security policies.
- Support Microsoft Azure infrastructure, including Azure Virtual Machines, Azure Storage, Azure Backup, and Azure Active Directory, ensuring secure cloud operations.
- Administer Microsoft 365 services, including Exchange Online, user provisioning, mailbox management, licensing, and Multi-Factor Authentication (MFA).
- Configure and maintain core network services including DNS, DHCP, TCP/IP, VPN, and LAN/WAN connectivity, minimizing network outages and improving system availability.
- Manage virtual infrastructure using VMware ESXi, vSphere, and Hyper-V, including virtual machine provisioning, resource allocation, snapshot management, and performance tuning.
- Perform server patch management and system updates across Windows environments, maintaining compliance with organizational security standards.
- Automate routine administrative tasks using PowerShell scripting, reducing manual effort and improving operational efficiency.

- Provide Level 2/3 technical support for Windows servers, Microsoft 365, Active Directory, networking, and virtualization issues, consistently meeting SLA targets.
- Document troubleshooting procedures and provide knowledge materials for end-users to improve IT support efficiency.

Tata Consultancy Services | System Analyst

Jun 2019 - Nov 2023

- Installed, configured, and maintained Windows operating systems, enterprise software, printers, and peripheral devices for end users, including desktops and laptops.
- Assisted in administering Active Directory, including user account provisioning, password resets, group memberships, and access management.
- Configured and supported LAN/WAN networks, TCP/IP, DNS, DHCP, VPN connectivity, and wireless infrastructure, ensuring reliable network performance.
- Performed operating system upgrades, software installations, security patching, and endpoint configuration for Windows-based systems.
- Assisted with Microsoft 365 administration, including user account creation, license assignment, Outlook configuration, and mailbox troubleshooting.
- Monitored system performance, investigated hardware and software issues, and implemented corrective actions to minimize downtime.
- Supported backup, restore, and disaster recovery operations while ensuring data integrity and compliance with organizational policies.
- Documented server configurations, network diagrams, operational procedures, and troubleshooting guides to improve IT support efficiency.
- Collaborated with cross-functional teams to deploy new systems, support infrastructure projects, and deliver timely technical solutions for business-critical applications.

CERTIFICATIONS & ACHIEVEMENTS

- Microsoft Certified: Azure Fundamentals - Microsoft
- CompTIA A+ - CompTIA
- Cisco Systems CCNA (Cisco Certified Network Associate) - Cisco Systems