

Deekshith Erampally

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Summary

IT Support Engineer with 3+ years of experience delivering L1/L2 technical support across Windows, macOS, and Linux environments. Skilled in endpoint management, identity and access administration, IT service management, networking, cloud platforms, and enterprise troubleshooting. Proficient in PowerShell, Python, and Bash scripting, automation, remote support, incident management, and process optimization. Experienced in resolving complex technical issues, improving operational efficiency, maintaining SLA compliance, and delivering reliable, user-focused technology support.

Technical Skills

- IT Service Management:** Jira Service Management, ServiceNow, Confluence, ITIL, Incident Management, Problem Management, Change Management, SLA Management, Ticket Prioritization, Ticket Escalation, Knowledge Management, Workflow Optimization
- Endpoint & Systems Management:** Windows 10/11, macOS, Linux, Ubuntu, CentOS, Microsoft Intune, JAMF, SCCM, TeamViewer, Endpoint Management, Software Deployment, Patch Management, Hardware Diagnostics, Remote Support
- Identity, Cloud & Security:** Active Directory, Azure AD, Microsoft 365, Atlassian Cloud, Group Policy, User Provisioning, Access Management, Permissions Management, User Onboarding/Offboarding, Single Sign-On (SSO), Multi-Factor Authentication (MFA), Compliance Management
- Networking & Infrastructure:** TCP/IP, DNS, DHCP, LAN/WAN, Wi-Fi, VPN, VoIP, Firewall Support, Router Support, Network Monitoring, Remote Access Management, Connectivity Troubleshooting
- Automation & Scripting:** PowerShell, Python, Bash, Shell Scripting, IT Automation, Workflow Automation, Automated Remediation, Endpoint Monitoring, AI-Assisted Troubleshooting, AI-Driven Ticketing, Predictive Ticket Routing

Professional Experience

IT Support Engineer, NTT Data

10/2025 – Present | Hybrid, USA

- Facilitated 120+ workstation installations and technology refreshes, coordinating user schedules, equipment preparation, application setup, peripheral connections, and readiness checks to support smooth transitions with minimal business disruption.
- Coordinated IMAC and break-fix activities for 80+ client assets, arranging moves, additions, changes, decommissions, repairs, and replacements while maintaining 98% completion within scheduled service windows.
- Investigated endpoint performance concerns before escalation by reviewing device behavior, validating reported symptoms, checking configurations, and identifying recurring conditions, improving first-time resolution rates by 18% across supported users.
- Maintained client technology readiness through equipment inspections, asset reconciliation, hardware staging, component availability, and refresh preparation, keeping 97% of assigned support inventory accurately documented and accessible for scheduled service activities.
- Guided end users through workstation functionality, application procedures, peripheral usage, and preventive practices, providing individualized assistance that contributed to a 94% customer satisfaction rating across completed support interactions.
- Handled L1/L2 technical requests by diagnosing workstation, application, peripheral, access, and connectivity issues, resolving standard incidents independently while escalating complex cases with detailed findings to specialized teams for timely restoration.

IT Support Specialist, Salesforce India

06/2021 – 07/2023 | Hyderabad, India

- Supported a rapidly scaling enterprise workforce facing frequent endpoint incidents by diagnosing Windows, macOS, and Linux issues for 1,200+ users, resolving 150+ daily tickets while sustaining consistent service quality.
- Addressed inconsistent incident tracking across IT operations by redesigning ServiceNow workflows with automated categorization, assignment, escalation, and status tracking, accelerating response times while achieving 99% ticket documentation accuracy.
- Managed recurring identity and access requests during employee lifecycle changes by administering Active Directory accounts, permissions, and Group Policies, maintaining 95% SLA compliance while ensuring timely provisioning and strengthening access governance.
- Reduced prolonged endpoint deployment and troubleshooting cycles across distributed offices by leveraging SCCM and TeamViewer for standardized configurations, remote diagnostics, and software deployment, improving device reliability while reducing resolution time by 30%.
- Resolved business-critical connectivity disruptions affecting VPN, LAN/WAN, Wi-Fi, and VoIP services by partnering with network and server teams, restoring reliable access to enterprise applications while minimizing employee downtime.
- Eliminated repetitive service-desk activities by developing PowerShell automation scripts and optimizing support workflows, accelerating routine remediation, improving endpoint monitoring, and increasing overall IT support efficiency across enterprise operations.

Core Competencies

IT Support Operations, L1/L2 Technical Support, Endpoint Management, IT Service Management, Incident Resolution, Identity & Access Management, Network Troubleshooting, Cloud & Microsoft 365 Support, Remote Technical Support, IT Automation, System Administration, User Lifecycle Management, Service Desk Operations, Process Optimization, SLA Management

Education

Golden Gate University, San Francisco, California, USA

Master of Science in Business Analytics

08/2023 – 08/2026