

Hitesh M

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PROFESSIONAL SUMMARY

IT Support Engineer with 4+ years of Level 1/2 support experience across enterprise environments, delivering high-touch deskside and remote support for desktops/laptops, **Android devices**, **iOS devices**, and specialty peripherals (including **Zebra printers**). Strong foundation in ITIL-aligned ticketing and IT Service Lifecycle Management (Incident/Problem/Change/SLA) using ServiceNow, plus hands-on endpoint deployment (SCCM/Intune), Microsoft 365, Active Directory/Entra ID, and secure VPN access. Experienced with infrastructure build-outs (rack & stack, structured cabling, fiber testing) and collaborating across IT teams to implement secure, scalable workplace services. Known for calm execution under pressure, crisp documentation/KBs, and improving operational processes such as device staging, **shipping and logistics tools**, and inventory flows to boost employee experience.

EDUCATION

Fitchburg State University
Master of Science, *Cyber Security*

May 2025
GPA: 3.69/4.0

Kalasalingam Academy of Research and Education
Bachelor of Technology, *Electronics & Communication Engineering*

GPA: 3.7/4.0

SKILLS

Tools & Software: ServiceNow (ITIL), ITIL Frameworks, IT Service Lifecycle Management (Incident, Problem, Change, Service Level Management), Change management, SCCM, Microsoft Endpoint Manager (Intune), Microsoft 365, Outlook, Teams, OneDrive, SharePoint, Office Suite, Active Directory, Entra ID, Windows 7/10/11, macOS, Windows Server, Linux CLI, PowerShell, Python (basic scripting), RDP, Remote Access Tools, MDM (Intune), Endpoint Protection, Patching, Antivirus, Hardware Imaging & Device Staging, Asset Management / Inventory Control, Shipping and logistics tools, Zebra Printer Support (Zebra Setup Utilities), Mobile Device Support (Android/iOS), KB Articles, SOPs, Technical Procedures, Process Improvement, Agile project management, Scrum, Resource management

Soft Skills: Clear documentation, Fast root cause analysis, Strong communication, Work independently, Team leadership

Spoken Languages: English, Telugu, Hindi

Networking: TCP/IP, DHCP, DNS, VPN, Wi-Fi, Connectivity Troubleshooting, Rack & Stack, Structured Cabling, Patch Panels, VFL, Light Meter Fiber Testing

Hardware Support: Desktops, Laptops, Printers, Scanners, Docking Stations, Peripherals, Mobile Devices

AV & Conference: Conference Room AV Setup, Video Conferencing, Display Support

WORK EXPERIENCE

United Airlines | Desktop Support Engineer (Tier 1 & 2)

Jun 2025 - Present

- Delivered **Level 1 support** and **Level 2 support** (deskside + remote) for 300+ enterprise users, resolving 15–20 tickets daily across Windows endpoints, peripherals, and collaboration tools while meeting SLA targets
- Supported enterprise endpoints including desktops/laptops, conference room AV, mobile devices (**Android devices/iOS devices**), and print services including **Zebra printers**; handled install, configuration, and break/fix to minimize downtime
- Performed OS and application installation, upgrade, and maintenance for Windows 10/11 and Microsoft 365 apps; standardized device builds via SCCM imaging and automated post-build configuration using basic PowerShell
- Managed Active Directory and Entra ID account lifecycle (onboarding/offboarding), password resets, group memberships, and access permissions; partnered with security teams to align access with corporate security policies
- Owned high-volume ServiceNow queue with ITIL-aligned Incident/Problem/Change workflows; produced KB articles and troubleshooting runbooks that improved first-contact resolution and reduced repeat tickets by roughly 20%
- Coordinated device staging, packing, and fulfillment using **shipping and logistics tools** and asset workflows for new hires/transfers/replacements, ensuring chain-of-custody and accurate inventory updates
- Delivered white-glove VIP and executive support with rapid triage, clear communication, and strong customer experience outcomes
- Supported infrastructure build-outs: rack and stack deployments, structured cabling, and fiber connectivity testing (VFL and light meter); collaborated with network teams during cutovers and workstation migrations
- Resolved VPN, remote access, and connectivity issues (TCP/IP, DNS, DHCP, Wi-Fi) and escalated WAN/LAN incidents with actionable diagnostics and logs
- Participated in team planning and execution rhythms using **Agile project management/Scrum** practices for refresh cycles and site readiness, tracking tasks and **resource management** needs

Born Group | IT Support Engineer (Tier 1 Support)

Apr 2021 - May 2023

- Provided **Level 1 support** and triaged **Level 2 support** issues for enterprise users, troubleshooting hardware/software, printers, and network connectivity with clear user communication
- Performed PC setup, SCCM imaging, hardware upgrades, and device deployment; standardized checklists and staging steps to speed turnarounds and reduce rework
- Supported mobile endpoints including **Android devices** and **iOS devices** enrollment/basic troubleshooting and enforced baseline security settings (screen lock, encryption, remote wipe readiness)
- Handled ordering, receiving, staging, and shipping of IT equipment using **shipping and logistics tools**; maintained accurate inventory/asset records and improved fulfillment accuracy through tighter scan-and-verify steps
- Managed ServiceNow incidents/requests using ITIL-aligned categorization and prioritization while maintaining 95%+ SLA compliance; contributed to Problem Management by documenting recurring issues and fixes
- Assisted with IMAC and site support (installs, moves, adds, changes), coordinating schedules, parts, and **change management** communications to minimize business disruption
- Supported Active Directory account tasks and onboarding/offboarding workflows; partnered with HR and managers to ensure timely access provisioning/deprovisioning

- Provided **Level 1 support** and escalated **Level 2 support** cases for desktops, applications, and network-related issues in a fast-paced help desk environment
- Resolved Active Directory password resets/account lockouts and VPN/Wi-Fi connectivity issues; captured reproducible steps and diagnostics to accelerate resolution
- Managed incidents and service requests through ServiceNow with SLA focus; supported Incident/Problem patterns by tagging repeat issues and publishing KB notes for common fixes
- Supported onboarding/offboarding including account setup, device provisioning, and access removal; coordinated with stakeholders to align changes to operational schedules
- Provided basic printer troubleshooting including driver installs/queue clears and supported specialty label/receipt printing workflows when required

PROJECTS

Data Center Rack & Stack Deployment

- Installed servers, switches, and network hardware covering rack mounting, cable routing, and hardware setup to support infrastructure build-out timelines
- Maintained structured cabling standards and clean deployment organization across the data center floor; validated labeling and patch-panel documentation for faster troubleshooting

Fiber Connectivity Testing & Validation

- Tested fiber links using VFL and light meter tools to identify signal loss and validate connectivity during installs and changes
- Supported patching, cable tracing, and infrastructure validation between network devices; documented test results for change records and post-implementation review

Network Infrastructure Monitoring & Support

- Monitored network infrastructure and supported TCP/IP, DNS, DHCP, and Wi-Fi troubleshooting; escalated LAN/WAN issues with clear evidence and recommended next steps
- Built repeatable troubleshooting checklists and quick-reference guides to reduce time-to-resolution for common connectivity incidents

CERTIFICATIONS & ACHIEVEMENTS

- CompTIA Security+ (CE) - CompTIA
- CompTIA Network+ (Pursuing) - CompTIA