

Getaneh Truneh

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Professional Summary

IT professional with 6+ years of experience supporting enterprise environments in finance, telecommunications, and managed IT services. Proven track record in improving system reliability, streamlining operations, and ensuring secure and efficient IT infrastructure. Experienced in managing servers, cloud workloads, networks, and endpoints, while coordinating cross-functional teams to resolve critical incidents. Skilled in using tools like ServiceNow, SolarWinds, Nagios, Azure, and AWS to monitor, automate, and optimize IT operations, turning complex technical challenges into actionable solutions.

Experience:

PNC Financial Services - USA **Jun 2024 – Present**
Senior Technical Support Engineer

- Provide L3 technical support for Windows Server environments, managing Active Directory and SSO integrations for enterprise finance applications, improving authentication reliability for 3,000+ users and reducing access-related incidents by 27%.
- Support and monitor AWS EC2, CloudFormation, and IAM, ensuring high availability and secure access for 50+ banking workloads, reducing downtime by 15% and saving approximately \$85K annually.
- Deliver enterprise endpoint technical support by implementing patch management and antivirus security across 1,200 desktops and laptops, proactively mitigating vulnerabilities and reducing malware incidents by 30%.
- Automate technical support workflows using PowerShell and monitor system performance via SolarWinds, reducing manual intervention by 41%, accelerating incident resolution by 22%, and improving SLA adherence.
- Lead P1/P2 incident management through ServiceNow, coordinating cross-functional teams to restore critical services within 2 hours on average, ensuring continuity for core banking operations.
- Handle technical support for AWS S3 and RDS environments, overseeing monitoring, access control, and provisioning for 500+ GB of enterprise data to ensure secure application operations.

Cognizant – USA **Nov 2021 – May 2024**
Senior IT Support Specialist

- Designed predictive models to improve demand forecasting and procurement accuracy, resulting in a 20% performance uplift.
- Architected automation tools that streamlined procurement workflows and saved \$500K annually.
- Introduced supplier benchmarking dashboards, enhancing on-time delivery rates by 15%.
- Partnered with logistics, finance, and procurement teams to embed data-driven decisions into core operations.

DXC Technology – USA **Sep 2019 – Oct 2021**
IT & Network Support Engineer

- Troubleshoot VPN, LAN/WAN, and network configurations (TCP/IP, DNS, DHCP), ensuring secure and reliable enterprise connectivity while reducing disruptions by 9% across multiple regions.
- Manage authentication workflows and access controls via Group Policy and Azure AD, supporting secure network access and reducing login failures by 6% across 40+ OUs.
- Conduct Vulnerability Management and endpoint remediation activities, performing scans and patching on 1,000+ endpoints, lowering potential security-related financial exposure by an estimated \$25K annually while reducing cyber risks by 11%.
- Monitor infrastructure and virtual environments using Nagios, Azure Virtual Machines, and Azure Monitor, detecting anomalies proactively to prevent service disruption.
- Perform hardware troubleshooting using Diagnostic Tools, repairing and maintaining workstations, printers, and scanners to support operational efficiency, supported by Azure Backup & Recovery for secure data protection.

Education:

Master of Science in Information Technology (Cybersecurity & Forensics) **Aug 2024 – May 2026**
Middle Georgia State University, GA, USA

Bachelor of Science in Information Technology **Jan 2022 – May 2024**
Middle Georgia State University, GA, USA

Associate of Science in Information Technology **Jan 2017 – May 2019**
Georgia Piedmont Technical College, GA, USA

Skills & Certifications:

Operating Systems: Windows Server, Linux (Ubuntu, Red Hat, CentOS)
Networking & Connectivity: TCP/IP, VPN, LAN/WAN, DNS, DHCP, Firewall configuration
Directory & Identity Management: Active Directory, Group Policy, Single Sign-On (SSO)
Cloud & Virtualization: AWS (EC2, S3, RDS, CloudWatch, CloudFormation, IAM), Azure (Azure AD, Virtual Machines, Azure Monitor, Azure Backup & Recovery)
Monitoring & IT Operations Tools: SolarWinds, Nagios, Splunk / ELK Stack, System Monitoring, Performance Tuning, Event Logs, Remote Support, Diagnostic Tools
Endpoint & Device Management: Patch management, Antivirus & Endpoint Security, Vulnerability Management, Mobile Device Management (MDM)
IT Service Management & Tools: ITIL processes, ServiceNow, Jira Service Desk, Ticketing Systems, Incident Management
Hardware & Peripherals: Workstations, Laptops, Printers, Scanners, Network Devices
Scripting / Automation: PowerShell, Bash
Soft Skills: Problem Solving, Stakeholder Communication, Collaboration, Time Management, Attention to Detail