

Sathvik Reddy

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Professional Summary

Results-driven Infrastructure support Engineer with 4+ years of experience in systems administration, endpoint management, cloud infrastructure, and enterprise IT support. Proven expertise in troubleshooting hardware/software issues, managing identity and access, and deploying enterprise systems across Windows, macOS, and Linux, environments. Proficient in Active Directory, Azure AD, Microsoft Intune, ServiceNow, ITSM/ITIL processes, and AWS cloud services. Demonstrated success improving operational efficiency through automation, documentation, and process optimization while maintaining high customer satisfaction and SLA compliance.

Technical Skills

Operating Systems: Windows 10/11, Windows Server, macOS, Linux, IGEL, IBM z/OS Mainframe
Cloud & Virtualization: AWS (EC2, S3, IAM, VPC, CloudWatch), Azure AD, Microsoft 365 Admin Center
Endpoint Management: Microsoft Intune, SCCM, Active Directory, Group Policy (GPO), Patch Management, OS Imaging, Device Compliance
Identity & Access Management: Active Directory, Azure AD, LDAP, SSO, MFA, RBAC, AWS IAM
ITSM & Ticketing: ServiceNow, Jira, TeamDynamix, SLA Management, Root Cause Analysis
Networking & Security: TCP/IP, DNS, DHCP, VPN, Firewall Configuration, Endpoint Security, Encryption, Vulnerability Remediation
Monitoring & Operations Tools: System Monitoring, Log Analysis, Nextthink, Citrix Director
Scripting & Programming: PowerShell, Java, Python, Bash, SQL, JCL, COBOL
Certifications: AWS Certified Cloud Practitioner (2025)

Professional Experience

Accenture

Infrastructure Engineer

Jan 2025 – Present

Chicago, Illinois

- Deployed and configured 200+ enterprise desktops, laptops, and mobile devices using Microsoft Endpoint Manager, SCCM, and standardized OS imaging processes, reducing average deployment time by 25% and ensuring compliance across endpoints.
- Administered Azure Active Directory (Azure AD) and Active Directory, managing user provisioning, deprovisioning, group policies, security groups, and role-based access control (RBAC) for 500+ users in a secure enterprise environment.
- Provided Level 2 technical support for hardware failures, operating system errors, application issues, and network connectivity problems, resolving 50+ weekly incidents with a 95% first-contact resolution rate and maintaining 99% SLA compliance.
- Managed IT asset lifecycle for 1,000+ devices using ServiceNow CMDB, performing inventory audits, tracking procurement-to-retirement workflows, and ensuring 98% asset tracking accuracy for audit compliance.
- Executed Windows 10/11 OS migrations, security patch deployments, and endpoint protection updates in collaboration with security and infrastructure teams, achieving zero unplanned downtime and maintaining business continuity.
- Collaborated with network and security teams on incident triage and change validation, ensuring stable rollouts and rapid cross-team resolution.

New Jersey Institute Of Technology

IT Specialist / IT Desk Manager – Residential Life

Sep 2023 – Dec 2024

Jersey City, New Jersey

- Delivered Tier 1 and Tier 2 technical support for macOS and Windows systems across residential and academic facilities, troubleshooting OS failures, login issues, software compatibility, and hardware malfunctions.
- Installed, configured, and updated macOS and Windows operating systems; enforced FileVault encryption, device security settings, and application permission controls per university standards.
- Resolved network and authentication issues including Wi-Fi onboarding, VPN client configuration, SSO/MFA setup, network profiles, and printer connectivity for students and faculty.
- Administered Active Directory and LDAP accounts for macOS users, managing onboarding/offboarding, password resets, group memberships, and periodic access reviews.
- Logged, prioritized, and resolved 100+ monthly incidents using Jira and TeamDynamix, ensuring accurate documentation, escalation workflows, and SLA adherence.
- Created knowledge base articles and standard troubleshooting checklists that reduced repeat issues and improved first-contact resolution.
- Mentored and scheduled student technicians, improving response times during high-volume periods.

- Monitored IBM z/OS performance metrics (CPU, memory, DASD I/O, transaction response times) using RMF reports, SMF data, and custom JCL jobs to maintain system stability and availability.
- Performed workload trend analysis and capacity forecasting; delivered monthly performance dashboards and utilization reports to client stakeholders.
- Provided 24/7 production support for batch job failures and application errors, conducting ABEND/root cause analysis and coordinating with development, DBA, and infrastructure teams for resolution.
- Managed incidents, service requests, problems, and changes using ServiceNow; ensured impact analysis, stakeholder communication, approvals, and SLA compliance per ITIL standards.
- Partnered with operations teams to optimize batch scheduling windows and balance workload distribution across LPARs, reducing performance bottlenecks and improving stability.
- Identified recurring performance issues and recommended tuning strategies (resource allocation, scheduling adjustments), improving stability by 20% and reducing performance-related incidents by 30%.
- Supported quarterly audits by providing incident history, change records, and operational evidence from ServiceNow and performance reports.

Projects

Enterprise Infrastructure Deployment & Systems Administration (Accenture)

Jan 2025 – Present

- Performed end-to-end deployment and configuration of 200+ enterprise desktops and laptops using Microsoft Intune, SCCM task sequences, and standardized Windows 10/11 images, reducing provisioning time by 25% and ensuring endpoint compliance.
- Administered Azure Active Directory and Active Directory onboarding workflows using PowerShell automation, managing user accounts, security group assignments, mailbox enablement, and access provisioning.
- Managed IT asset lifecycle in ServiceNow CMDB, tracking hardware assets from procurement through decommissioning and achieving 98% inventory accuracy for audit readiness.
- Provided Level 2 systems and endpoint support for Windows environments, troubleshooting OS issues, application errors, device compliance failures, and access-related incidents while reducing L3 escalations.
- Supported Windows 10 to Windows 11 migration efforts by performing device readiness checks, driver validation, application compatibility testing, and post-upgrade user support to ensure business continuity.

IT Support Operations & Endpoint Deployment (NJIT)

Sep 2023 – Dec 2024

- Provisioned and deployed 100+ macOS and Windows endpoints using Apple Configurator, imaging tools, and MDM enrollment, ensuring compliance with encryption and security requirements.
- Standardized onboarding checklists for devices and accounts, improving deployment consistency and reducing setup errors.
- Managed user lifecycle processes using Active Directory and LDAP, supporting access controls and quarterly access audits.
- Resolved VPN, MFA, printer, and network authentication issues; maintained documentation for repeat incident categories.
- Coordinated classroom technology readiness, supporting AV infrastructure and faculty training during semesters.
- Improved ticket workflows and documentation quality in Jira/TDX, supporting SLA adherence and reporting.

Education

New Jersey Institute of Technology

Master of Science in Information Technology | GPA: 3.5/4.0

Jersey City, NJ
Sep. 2023 – Dec 2024

Chaitanya Bharathi Institute of Technology

Bachelor of Technology in Information Technology | GPA: 3.8/4.0

Hyderabad, India
2019 – 2023