

Harshitha Reddy Lingala | IT Support Engineer

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SUMMARY

IT Support Engineer with 4+ years of experience delivering Tier 2/3 enterprise support across Windows, macOS, Microsoft 365, Microsoft Entra ID, Active Directory, Microsoft Intune, endpoint management, identity and access management (IAM), and hybrid cloud environments. Experienced in ITIL service management, Microsoft 365 administration, endpoint security, PowerShell automation, enterprise device lifecycle management, and cross-functional collaboration with infrastructure, security, networking, and cloud engineering teams to deliver secure, reliable, and scalable IT services.

SKILLS

- Operating Systems:** Windows 10/11, Windows Server 2019/2022, macOS, Linux (Ubuntu, Red Hat)
- Microsoft Technologies:** Microsoft 365, Microsoft 365 Admin Center, Exchange Online, Outlook, Teams, SharePoint Online, OneDrive, Active Directory, Microsoft Entra ID (Azure AD), Group Policy (GPO)
- Identity & Access Management:** SSO, MFA, RBAC, Conditional Access Policies, Identity Lifecycle Management, Azure AD Connect, Self-Service Password Reset (SSPR)
- Endpoint Management:** Microsoft Intune (Microsoft Endpoint Manager), SCCM (MECM), JAMF, MDM, Windows Autopilot, Patch Management, Software Deployment, Endpoint Compliance
- ITSM & Collaboration:** ServiceNow, Jira, Jira Service Management, Confluence, Zendesk, Freshservice
- Networking:** TCP/IP, DNS, DHCP, VPN, LAN/WAN, Wi-Fi, Routing & Switching, Firewall Fundamentals, Network Troubleshooting
- Cloud Platforms:** Microsoft Azure, AWS, Google Cloud Platform (GCP)
- Monitoring & Security:** Splunk, Datadog, Microsoft Defender for Endpoint, BitLocker, Event Viewer, Log Analysis, RCA
- Automation & Scripting:** PowerShell, Python, Bash, Microsoft Power Automate
- Enterprise Applications:** Salesforce, Workday, SAP, VMware, Citrix, Okta, Slack, Zoom
- Databases & Reporting:** SQL, Microsoft SQL Server, MySQL, PostgreSQL, Power BI, Tableau, Microsoft Excel (Advanced)
- Methodologies:** ITIL v4, Agile, Incident Management, Problem Management, Change Management, Knowledge Management, Request Fulfillment, SLA Management

WORK EXPERIENCE

Cisco | IT Support Engineer (Contract)

Jan 2025– Present

- Delivered Tier 2/3 enterprise support for 1,500+ users across Windows, macOS, Microsoft 365, and business-critical applications, restoring services within ITIL-based SLA requirements and minimizing business disruption.
- Administered Microsoft Entra ID, Active Directory, Azure AD Connect, and Microsoft 365 identity services for 1,500+ users, managing identity lifecycle, SSO, MFA, Conditional Access Policies, RBAC, and secure enterprise access.
- Engineered endpoint management for 2,000+ Windows and mobile devices using Microsoft Intune (Microsoft Endpoint Manager), deploying compliance policies, BitLocker encryption, patch updates, endpoint security baselines, and secure device provisioning.
- Automated user provisioning, access administration, endpoint reporting, and recurring IT operations using PowerShell, Python, and Microsoft Power Automate, saving 15+ hours of manual effort each month.
- Resolved 50–70 weekly ServiceNow incidents and service requests through advanced troubleshooting, root cause analysis, and problem management, improving service reliability and SLA compliance.
- Monitored enterprise systems and endpoint security using Splunk, Datadog, Microsoft Defender for Endpoint, and Event Viewer, correlating logs to identify service degradation and improve incident response across 1,500+ users.
- Served as the technical escalation point for Microsoft 365, identity, endpoint, VPN, DNS, DHCP, and enterprise applications, partnering with infrastructure, cybersecurity, cloud, and engineering teams to restore critical services.
- Managed Salesforce, Workday, Okta, SharePoint Online, Slack, and Zoom for 1,500+ users, resolving authentication, access, integration, and application configuration issues to maintain business operations.
- Authored 100+ knowledge base articles, SOPs, and troubleshooting guides while validating 25+ enterprise upgrades, security patches, and production releases annually to improve support consistency and service reliability.

Hexaware Technologies | IT Support Engineer

Jan 2021 – Aug 2023

- Delivered Tier 1/2 technical support for 700+ end users across Windows, macOS, Microsoft 365, hardware, software, printers, and peripherals, restoring services within SLA targets and improving end-user productivity.
- Supported Microsoft 365, Exchange Online, Outlook, Teams, SharePoint Online, and OneDrive by resolving mail flow, mailbox access, authentication, file synchronization, and collaboration issues for 700+ users.
- Administered Active Directory, Microsoft Entra ID, and Microsoft 365 user accounts, managing onboarding, offboarding, password resets, security groups, mailbox permissions, SSO, and MFA to ensure secure identity and access management.
- Deployed and maintained 800+ enterprise endpoints using SCCM (MECM), JAMF, Windows Autopilot, and Group Policy, performing OS imaging, software deployment, patch management, endpoint configuration, and hardware refresh activities.
- Diagnosed TCP/IP, DNS, DHCP, VPN, LAN/WAN, and Wi-Fi connectivity issues while resolving 40–60 weekly ServiceNow incidents through troubleshooting, escalation, documentation, and ITIL-based ticket management.
- Developed PowerShell and Bash automation scripts for account administration, software deployment, and endpoint reporting across 800+ managed devices, reducing manual effort and improving operational efficiency.
- Authored 75+ SOPs, troubleshooting guides, and knowledge base articles while supporting endpoint lifecycle activities, enterprise application operations, and IT change implementations to improve knowledge sharing and support consistency.

EDUCATION

Clark University, Worcester, MA

Masters in Computer Science

PROJECT EXPERIENCE

Enterprise Windows Server Administration & Infrastructure Management

- Designed and implemented a Windows Server 2019/2022 enterprise environment by configuring Active Directory Domain Services (AD DS), DNS, DHCP, Group Policy (GPO), File & Print Services, and Hyper-V to automate user, device, and infrastructure management, supporting 100+ simulated users and managed endpoints in a production-like enterprise environment.
- Developed PowerShell automation for Active Directory administration, server health monitoring, backup verification, and event log reporting while implementing Windows Server Update Services (WSUS), performance monitoring, and disaster recovery procedures to streamline administrative tasks and improve system reliability, patch compliance, and operational efficiency.

CERTIFICATIONS

Microsoft Azure Fundamentals (AZ-900)

Career Essentials in System Administration – Microsoft & LinkedIn

Microsoft Entra ID / Identity Administration Path