

Bharath Chidirala

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SUMMARY

System Administrator with **3+ years of experience** supporting Windows environments, enterprise users, servers, applications, and IT infrastructure. Hands-on experience with **Windows 10/11, Windows Server, Active Directory, Group Policy, Microsoft 365, Linux, ServiceNow, DNS, DHCP, TCP/IP, and network troubleshooting**. Skilled in **system administration, user and access management, incident management, endpoint support, root cause analysis, and remote troubleshooting**. Proven ability to resolve technical issues within SLA requirements, improve system reliability, maintain technical documentation, and collaborate with infrastructure, networking, security, and application teams.

TECHNICAL SKILLS

System Administration: Windows 10/11, Windows Server, Linux, Ubuntu, Active Directory, Group Policy, System Configuration, User Account Management, Account Provisioning, System Monitoring

Microsoft Technologies: Microsoft 365, Exchange, Microsoft Teams, OneDrive, Endpoint Configuration, Software Installation, Software Deployment

Networking: TCP/IP, DNS, DHCP, LAN/WAN, VLANs, Network Switches, Routers, Network Connectivity, Network Troubleshooting

ITSM & Monitoring: ServiceNow, Jira, SolarWinds, CMDB, Incident Management, Service Requests, SLA Management, Asset Management, Knowledge Base

Security & Access: RBAC, Access Control, Password Management, Security Policies, Compliance Support

Support & Operations: Desktop Support, End-User Support, Remote Support, Hardware Break/Fix, Root Cause Analysis, Hardware Lifecycle Management, Technical Documentation, SOPs, Change Support, Process Improvement

PROFESSIONAL EXPERIENCE

Cisco (Contract)

IN, USA

System Administrator (Remote)

Jan 2026 – Present

- Support **100+ remote users** across Windows environments by managing system configurations, application issues, user accounts, Microsoft 365, and day-to-day infrastructure requests.
- Maintain **Active Directory and Group Policy** environments, handling account provisioning, RBAC, password administration, and access changes while improving access-request turnaround by approximately **20%**.
- Handle **30+ incidents and service requests monthly** through ServiceNow, prioritizing issues based on business impact and consistently meeting defined **SLA targets**.
- Diagnose recurring **Windows, application, and connectivity problems** using event logs, TCP/IP, DNS, DHCP, and root cause analysis, helping reduce repeat incidents by **15%**.
- Coordinate with networking, security, infrastructure, and application teams to resolve escalated technical issues, implement approved changes, and maintain reliable remote IT services.
- Document system configurations, troubleshooting procedures, incident resolutions, and knowledge articles in **ServiceNow**, improving support consistency and enabling faster resolution of recurring issues.

Fidelity Investments

Bangalore, India

IT Support Technician

Jun 2021 – Sep2023

- Delivered **first- and second-line IT support** for **100+ enterprise users**, troubleshooting Windows desktops, applications, hardware, peripherals, printers, and network connectivity issues.
- Performed **Windows 10/11 workstation setup, operating system configuration, software installation, hardware replacement, and endpoint troubleshooting**, improving endpoint support efficiency by approximately **15%**.
- Supported **Active Directory user administration**, including account creation, password resets, user access requests, account updates, and application access provisioning in accordance with established procedures.
- Troubleshot **TCP/IP, DNS, DHCP, LAN, and network connectivity** issues, escalating complex infrastructure and network problems to appropriate technical teams.
- Managed **25+ monthly incidents and service requests** through enterprise ticketing systems, prioritizing issues based on business impact and maintaining accurate ticket and resolution records.
- Assisted users with **Microsoft 365, Outlook, Microsoft Teams, OneDrive, and enterprise applications**, providing remote and onsite technical support and user guidance.
- Performed **hardware and software break/fix support**, including workstation diagnostics, peripheral configuration, application troubleshooting, system updates, and replacement of defective equipment.
- Maintained **technical documentation, knowledge articles, asset records, and troubleshooting procedures**, helping reduce repeat support requests and improve consistency across the IT support process.

CERTIFICATION

Cisco Certified Network Associate (CCNA) - In progress

EDUCATION

Master of Science in Computer Science

Concordia University Wisconsin — Wisconsin, United States