

PRABUDEVA V

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Summary

Result-oriented Remote Technical Support Engineer with over 8 years of experience in IT Infrastructure and Managed Service Provider (MSP) environments. Expert in Technical Support, Network Troubleshooting, and Windows Server administration, with a proven track record of managing complex Active Directory environments and Office 365 Administration. Dedicated to resolving high-volume Tier 2 tickets through advanced Remote Desktop Support and efficient use of enterprise Ticketing Systems.

Work Experience

Senior IT Support Engineer

September 2022 – Present

RED LANE TECHNOLOGIES INC., PUNE AND CANADA, REMOTE

- Provide Tier 2 Remote Technical Support and infrastructure administration for 100+ enterprise and government clients within an MSP model while maintaining strict SLA compliance.
- Manage Office 365 Administration, Microsoft 365, Exchange Online, and Azure Entra ID to oversee the full user lifecycle, including MFA and SSO configurations.
- Troubleshoot complex network infrastructure, endpoints, and Windows Server environments using N-able RMM and PowerShell-based automation scripts for proactive remediation.
- Resolve security incidents using SentinelOne EDR and Manage endpoint hardening, patching, and OS upgrades to ensure system stability and operational continuity.
- Escalate and Resolve connectivity issues involving SonicWall, Fortinet, and Sophos firewalls, including advanced VPN, DNS, and VNET troubleshooting.

Associate System Administrator

October 2020 – September 2022

GENIE INFOTECH PVT. LTD., CHENNAI

- Managed high-volume Ticketing Systems including Freshdesk to provide Technical Support for Windows operating systems and IT Infrastructure components.
- Troubleshoot Azure Virtual Machines and Windows Server patch updates, ensuring infrastructure compliance and stable remote connectivity.
- Resolved sophisticated network issues involving VNET, SSL VPN, and Sophos firewalls to maintain secure client connectivity.
- Coordinated the end-to-end IT Infrastructure setup for a new office, including server room configuration, network cabling, and Wi-Fi access point deployment.

Desktop Support Engineer

January 2019 – September 2020

INKNOW TECH PVT. LTD., BANGALORE

- Resolved Tier 1 and Tier 2 technical incidents via BMC Remedy ticketing, providing rapid Remote Desktop Support and effective issue Escalation.

- Managed Active Directory user onboarding and provided remote support using SCCM and TeamViewer to ensure high user productivity.
- Troubleshoot macOS and Windows endpoint connectivity, network printers, and SAP application errors for a dispersed user base.
- Performed Hardware Diagnostics and maintained IT inventory while coordinating with vendors for warranty support on Dell and HP systems.

System Hardware Engineer

February 2016 – December 2018

PRECISION INFORMATICS PVT. LTD., BANGALORE

- Troubleshoot Windows, Linux, and macOS hardware issues and performed Hardware Diagnostics on laptops, desktops, and printers.
- Resolved Cisco VPN connectivity issues for remote users and managed conference room IT Infrastructure for large-scale meetings.
- Managed asset inventory and performed backup formatting, hardware disassembly, and Active Directory domain join activities.
- Maintained endpoint compliance and followed quarantine protocols to protect corporate IT Infrastructure.

Education

Bachelor of Engineering (B.E.) in Electronics and Communication Engineering

January 2012 – January 2015

ANNA UNIVERSITY

Diploma in Electronics and Communication Engineering

January 2009 – January 2012

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Additional Skills

Core Technical Skills: Technical Support, Network Troubleshooting, Windows Server, Active Directory, Remote Desktop Support, Hardware Diagnostics, PowerShell

Cloud & Infrastructure: Office 365 Administration, Microsoft 365, Azure Entra ID, VMware, Hyper-V, Azure Virtual Machines, IT Infrastructure

Tools & Platforms: Ticketing Systems, ServiceNow, Jira, AutoTask, N-able RMM, Freshdesk, BMC Remedy

Security & Networking: SentinelOne EDR, SonicWall, Fortinet, Sophos, VPN, DNS/DHCP, MFA/SSO

Certifications

- Cisco Certified Network Associate (CCNA) - Cisco
- Microsoft Azure Fundamentals (AZ-900) - Microsoft
- Microsoft Azure Administrator Associate (AZ-104) - Microsoft

Languages

- English
- Tamil

- Kannada
- Hindi

Projects

Azure Entra ID Migration

Supported identity/user migration activities to Azure Entra ID while maintaining secure Microsoft 365 access.

Technologies: Azure Entra ID, Microsoft 365

SentinelOne EDR Deployment

Deployed SentinelOne Endpoint Detection across client machines and helped transition endpoint protection from managed antivirus.

Technologies: SentinelOne

Cove Data Protection Deployment

Deployed Cove Data Protection for client machines and supported backup monitoring and validation.

Technologies: Cove Data Protection

Firewall Upgrade and Change Support

Upgraded firewall versions and applied client-required network and security changes.

Office IT Infrastructure Setup

Coordinated server room, workstation area, access points, meeting room TV setup, door access, switch rack, and cable routing with minimum downtime.

Windows Upgrade Project

Supported Windows 8.1 to Windows 10 upgrade activity for 200+ machines.

Technologies: Windows 10

Professional Strengths

- Problem solving
- Critical thinking
- Customer support
- Communication
- Team collaboration
- Time management
- Remote support