

DINESH REDDY KOPPULA

IT OPERATIONS SUPPORT SPECIALIST | IT SUPPORT SPECIALIST | DESKTOP & END-USER SUPPORT

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PROFESSIONAL SUMMARY

IT Operations Support Specialist with 4+ years of combined experience supporting enterprise users, endpoints, business applications, and day-to-day IT operations across India and the United States. Experienced in Level 1 and Level 2 support for Windows 10/11, Microsoft 365, Active Directory, endpoint hardware, VPN, network connectivity, printers, peripherals, and user-access issues. Hands-on exposure to Microsoft Intune/MDM and SCCM/MECM for endpoint enrollment, application deployment, patching, and device compliance support. Experienced in incident and service-request management, workstation provisioning, remote troubleshooting, onboarding/offboarding, asset management, and technical documentation. Familiar with Microsoft Entra ID, Group Policy, endpoint security, PowerShell fundamentals, ITIL-based support practices, SOPs, and operational runbooks.

TECHNICAL SKILLS

Operating Systems: Windows 10, Windows 11, Windows Server Fundamentals, macOS Fundamentals, Linux Fundamentals

Desktop & End-User Support: Level 1/Level 2 Support, Desktop Support, Help Desk, IT Operations, Remote Support, Hardware & Software Troubleshooting, Workstation Provisioning

Microsoft Technologies: Microsoft 365, Outlook, Teams, OneDrive, Word, Excel, PowerPoint, Active Directory, Group Policy, Microsoft Entra ID Fundamentals

Endpoint Management: Microsoft Intune, MDM, SCCM/MECM Fundamentals, Device Enrollment, Endpoint Configuration, Application Deployment, Patch Management, Device Compliance

Identity & Access: Active Directory Users and Computers, Password Resets, Account Unlocks, User Provisioning, Security Groups, Group Membership, MFA, Authentication, Access Management

Networking: TCP/IP, DNS, DHCP, LAN/WAN, Wi-Fi, VPN, IP Configuration, Remote Connectivity, Network Troubleshooting

ITSM & Operations: Incident Management, Service Requests, Ticket Queue Management, SLA Awareness, Escalation Procedures, Change Management Fundamentals, ITIL Support Practices

Support Tools: Remote Desktop/RDP, PowerShell Fundamentals, Command Prompt, Event Viewer, Device Manager, Task Manager, Windows Administrative Tools

Security & Assets: Endpoint Security, Antivirus, Security Patching, Access Controls, Phishing Awareness, IT Asset Management, Inventory Tracking, SOPs, Runbooks, Knowledge Base Documentation

PROFESSIONAL EXPERIENCE

IT SUPPORT SPECIALIST | June 2025 – Present

Ford – Cleveland, Ohio

- Provide Level 1 and Level 2 technical support for Windows desktops/laptops, Microsoft 365 applications, enterprise software, hardware, connectivity, peripherals, and user-access incidents.
- Diagnose Windows 10/11 endpoint issues involving operating-system errors, startup failures, application crashes, system performance, user profiles, drivers, and device connectivity.
- Support Outlook, Teams, OneDrive, Word, Excel, and PowerPoint, resolving profile, synchronization, authentication, configuration, and connectivity problems.
- Perform day-to-day Active Directory support including password resets, account unlocks, user verification, group membership updates, and basic access administration; assist with Microsoft Entra ID and MFA authentication issues.
- Support Microsoft Intune/MDM-managed endpoints with device enrollment, configuration, compliance verification, application delivery, and basic endpoint troubleshooting.
- Assist with SCCM/MECM activities including approved software installation, application deployment, endpoint updates, patching, and troubleshooting failed deployments.
- Configure and deploy laptops, desktops, monitors, docking stations, printers, scanners, and peripheral equipment according to organizational endpoint standards.
- Provision workstations for new employees and equipment replacements by installing approved applications, configuring peripherals, validating connectivity, and confirming user access.
- Troubleshoot VPN, Wi-Fi, LAN, TCP/IP, DNS, DHCP, IP configuration, and general network-connectivity issues affecting onsite and remote users.
- Use Command Prompt, Event Viewer, Device Manager, Task Manager, and Windows administrative utilities to isolate operating-system, hardware, driver, application, and connectivity problems.
- Provide remote technical assistance through approved remote-support tools and Remote Desktop technologies to resolve endpoint problems efficiently.
- Manage incidents and service requests through the organization's ITSM environment, documenting symptoms, troubleshooting steps, actions performed, resolution details, and escalation status.
- Prioritize active support requests according to severity, urgency, business impact, and applicable SLA requirements while maintaining communication with affected users.

- Support employee onboarding and offboarding, equipment preparation and recovery, access verification, and accurate inventory tracking across deployment, replacement, return, and reassignment processes.
- Follow established SOPs, operational runbooks, incident/change procedures, and information-security standards; escalate complex network, infrastructure, security, and application incidents with clear troubleshooting documentation

IT SUPPORT / HELP DESK SPECIALIST | July 2019–Dec 2021

Bajaj Finance – India

- Provided Level 1 and Level 2 technical support for employees experiencing Windows desktop/laptop, software, hardware, network, printer, peripheral, and account-access problems.
- Served as an initial point of contact for incidents and service requests, gathering user information, identifying symptoms, logging tickets, and determining appropriate troubleshooting or escalation paths.
- Troubleshoot Windows workstation issues including operating-system errors, slow performance, application failures, user-profile problems, driver issues, and peripheral connectivity.
- Installed and configured Windows operating systems, approved business applications, device drivers, security updates, Microsoft Office/Outlook, browsers, and standard enterprise software.
- Performed routine Active Directory activities including password resets, account unlocks, user-account verification, basic group membership changes, and access support.
- Diagnosed LAN, Wi-Fi, TCP/IP, DNS, DHCP, VPN, and internet-connectivity problems using standard utilities including ping, tracert, ipconfig, and nslookup.
- Configured desktops, laptops, monitors, printers, docking stations, keyboards, mice, and other peripherals and coordinated repair or replacement of faulty equipment.
- Assisted with workstation deployment, replacement, configuration, decommissioning, endpoint maintenance, and new-user onboarding while maintaining hardware and inventory records.
- Provided remote support and escalated unresolved network, server, infrastructure, security, or application incidents after completing appropriate initial troubleshooting.
- Assisted with software deployment, security updates, antivirus configuration, endpoint maintenance, and routine workstation patching.
- Maintained detailed ticket records covering reported symptoms, diagnostic steps, actions performed, escalation information, user communication, and final resolutions.
- Created and updated troubleshooting documentation and reusable support instructions for frequently reported desktop and application issues while following organizational security and access-control procedures.

EDUCATION

Master of Science in Business Analytics | Trine University, United States | January 2023 – May 2025