

Sai Ganesh Gurram

IT Support Engineer

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SUMMARY

IT Support Engineer with 4+ years of experience supporting enterprise applications, Linux and Windows systems, cloud infrastructure, users, and production environments. Skilled in technical support, application support, system administration, incident management, ticket management, troubleshooting, AWS, Windows, Linux, networking, SQL, Python, Bash, PowerShell, and monitoring. Experienced in resolving hardware, software, application, connectivity, access, configuration, and system issues while maintaining service availability and meeting SLA requirements. Proven ability to automate support processes, perform root cause analysis, monitor infrastructure, document resolutions, and collaborate with cross-functional teams to improve operational efficiency.

TECHNICAL SKILLS

IT Support & Operations: Technical Support, IT Support, Help Desk Support, Desktop Support, Application Support, Production Support, System Administration, Incident Management, Ticket Management, Problem Management, User Support, Root Cause Analysis, Troubleshooting, SLA Support

Operating Systems: Linux, Windows, Windows Server, Unix, System Configuration, User Account Management, Software Installation, System Maintenance, Patch Management, Endpoint Support

Cloud & Infrastructure: AWS, Microsoft Azure, EC2, S3, RDS, Lambda, IAM, CloudWatch, Azure Monitor, Cloud Infrastructure, Cloud Operations

Networking: TCP/IP, DNS, DHCP, HTTP, HTTPS, VPN, Network Troubleshooting, Connectivity Troubleshooting, API Troubleshooting, Firewall Basics

Programming & Automation: Python, Bash, PowerShell, Shell Scripting, SQL, Automation, Log Analysis, Health Checks, Operational Scripts

Monitoring & Troubleshooting: AWS CloudWatch, Prometheus, Grafana, ELK Stack, Application Monitoring, System Monitoring, Log Analysis, Performance Monitoring, Alerting, Event Monitoring

Databases: PostgreSQL, MySQL, SQL Server, Oracle, MongoDB, Database Connectivity, SQL Troubleshooting

Application Support: REST APIs, JSON, Application Configuration, API Troubleshooting, Application Integration, Service Integration

Deployment & Infrastructure: Git, Jenkins, Docker, Kubernetes, CI/CD, Deployment Support, Release Support, Configuration Management

IT Service Management: Incident Response, Change Management, Problem Management, Knowledge Management, Technical Documentation, Escalation Management, Service Management

Tools & Collaboration: Jira, Confluence, GitHub, Agile, Scrum, Knowledge Transfer, Cross-Functional Collaboration

EXPERIENCE

IT Support Engineer | Morgan Stanley, USA Jan 2025 – Present

- Resolved Linux, Windows, application, cloud, configuration, and access issues, reducing recurring production incidents by 25% through structured troubleshooting and corrective actions.
- Supported AWS environments including EC2, S3, RDS, IAM, and CloudWatch, maintaining application availability across development, testing, and production environments.
- Automated recurring support, system administration, health checks, and diagnostic tasks using Python, Bash, and PowerShell, reducing manual operational effort by 35%.
- Monitored application and infrastructure performance using CloudWatch, Prometheus, Grafana, and ELK Stack, reducing incident detection time by 30% through centralized monitoring.
- Investigated system logs, API failures, database connectivity, network issues, and configuration errors, improving support response times by 25% through structured incident analysis.
- Managed user access, IAM permissions, authentication, application configurations, and environment changes while following security, escalation, and change-management procedures.
- Documented troubleshooting procedures, incident resolutions, system configurations, and knowledge articles in Jira and Confluence, reducing repeated service requests by 20% through standardized documentation.

IT Support Engineer | HCLTech, India Apr 2020 – Jul 2023

- Supported Linux and Windows environments, troubleshooting system, software, connectivity, configuration, and production issues while maintaining reliable enterprise application operations.
- Resolved user and application incidents involving access, authentication, database connectivity, API failures, and system configurations, improving first-level resolution rates by 30% through structured troubleshooting.
- Developed Python and Bash scripts for health checks, log analysis, file processing, and recurring support activities, reducing manual operational work by 40%.
- Monitored application performance, system metrics, logs, and alerts using CloudWatch, Grafana, and ELK Stack, reducing issue identification time by 25% through centralized monitoring.
- Managed AWS resources including EC2, S3, RDS, and IAM, supporting application deployments, configuration updates, access management, and production environment maintenance.
- Investigated recurring incidents using root cause analysis, system logs, monitoring data, and configuration reviews, reducing repeat application issues by 20% through corrective actions.

PROJECTS

Endpoint Management & Remote Support Platform

Technologies: Windows, Linux, PowerShell, Python, Active Directory, Group Policy, ServiceNow

- Managed endpoint configurations, user access, software installations, and system health checks across Windows and Linux environments, reducing recurring support requests by 30% through standardized procedures.
- Automated user provisioning, system diagnostics, software validation, and support workflows using PowerShell and Python, reducing manual service desk effort by 35% across daily operations.

Application Deployment & Incident Resolution Platform

Technologies: Linux, AWS, Jenkins, Python, Bash, SQL, REST APIs, CloudWatch

- Supported application deployments, service restarts, API connectivity, database issues, and production incidents, reducing deployment-related failures by 25% through structured troubleshooting.
- Automated deployment validation, service health checks, log collection, and incident diagnostics using Python and Bash, improving troubleshooting efficiency by 30% across production support workflows.

EDUCATION

Master of Information Technology and Management

Webster University, St. Louis, Missouri

May 2025