

KUSUMA PAKEER

TECHNICAL SUPPORT ENGINEER | L2 SUPPORT | INCIDENT & SLA MANAGEMENT

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PROFESSIONAL SUMMARY

Tier 2 Technical Support Engineer with 4+ years of experience supporting enterprise users across Windows, Microsoft 365, application, and production environments. Experienced in troubleshooting Outlook and user-access issues, managing incidents through ServiceNow and Jira, performing PowerShell-based administration and troubleshooting, and escalating complex issues to infrastructure and engineering teams. Strong background in incident management, root-cause analysis, user communication, and SLA-driven technical support.

CORE SUPPORT COMPETENCIES

Incident Triage & Ticket Ownership | SLA Management | L2 Technical Support | Microsoft 365 & Messaging | End-User & Stakeholder Support | Escalation Management | Root Cause Analysis | Problem Reproduction | Log Analysis | Knowledge Base & SOP Documentation | Cross-Functional Troubleshooting | Windows 10/11 | Linux (Ubuntu) | TCP/IP | DNS | DHCP | VLAN | VPN | LAN/WAN | ServiceNow | Jira | Python | Bash | PowerShell | AWS | Azure | GCP | SAP ECC/WM/Turbo | Zebra Printers & RF Scanners |

PROFESSIONAL EXPERIENCE

Reckitt — SAP Infrastructure Analyst | Jan 2026 – Present | St. Peters, Missouri

- Provided Tier 2 support for Windows and Microsoft 365 users, troubleshooting Outlook, application access, authentication, connectivity, and system-performance issues.
- Manage the incident lifecycle in ServiceNow and Jira: capture symptoms and business impact, prioritize work, document troubleshooting, coordinate escalations, communicate status, and drive issues toward resolution within SLA expectations.
- Investigated Outlook and email-related incidents including profile/configuration problems, connectivity, user access, and client-side issues, escalating infrastructure-level problems when required.
- Diagnose Zebra ZT421/ZD421/ZD420 printer issues including ribbon/label faults, calibration, print quality, IP connectivity, and communication with enterprise systems supporting warehouse workflows.
- Troubleshoot Zebra MC93/MC94 RF scanners and SAP-related workflows, isolating barcode scanning failures, transaction errors, wireless connectivity problems, and device-configuration issues.
- Perform network troubleshooting across IP configuration, DNS, DHCP, VLAN assignments, switch-port connectivity, and LAN communication to determine whether failures originate at the endpoint, network, or application layer.
- Collaborate with networking, infrastructure, SAP functional teams, and warehouse operations on production-critical escalations; provide clear evidence and context when handing issues to specialized teams.
- Create and maintain SOPs, troubleshooting guides, incident reports, and knowledge-base articles so recurring issues can be resolved consistently and knowledge can be reused across the support team.

Cisco Systems — Technical Support Engineer | Jan 2025 – Dec 2025

- Provided Tier 2 technical support for enterprise users, troubleshooting Windows, application, connectivity, access, and Microsoft productivity issues.
- Investigated incidents through structured triage, log analysis, issue reproduction, and TCP/IP troubleshooting; documented findings and worked with engineering and QA when deeper product investigation was required.
- Tracked and prioritized incidents and defects in Jira, maintaining accurate case notes, technical evidence, status updates, and resolution details throughout the support lifecycle.
- Installed, configured, and maintained development and test environments and monitored system/application health to support troubleshooting and operational readiness.
- Communicated technical guidance, workarounds, status, and final resolutions clearly to users and internal stakeholders, adapting explanations to technical and non-technical audiences.
- Created troubleshooting guides and knowledge-base documentation to improve knowledge sharing, repeatable resolution, and support-team efficiency.

CitiusTech — Application Support Engineer | Aug 2021 – Nov 2022

- Supported healthcare applications across production and test environments, triaging and resolving software, system, integration, and Linux-related incidents while minimizing impact to business users.
- Analyzed application logs, reproduced reported defects, performed root-cause analysis, and collaborated with developers, QA engineers, and business stakeholders to resolve complex issues.
- Managed incidents in Jira with clear documentation, timely user updates, escalation details, and SLA-focused follow-through from investigation to closure.
- Supported software installation, configuration, deployments, upgrades, system testing, and defect validation, providing production support before and after releases.

- Monitored application behavior and recurring incidents, documented known fixes and troubleshooting steps, and contributed to knowledge articles that improved support consistency.
- Provided end-user technical guidance throughout the incident lifecycle, explaining issues and resolutions clearly while maintaining professional communication.

EDUCATION

Gannon University — Master of Science, Computer Engineering