

SUDHEESH SULAM

Desktop / Endpoint Engineer | Windows Server & Citrix Support | ServiceNow | Azure | Application Support | Active Directory

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PROFESSIONAL SUMMARY

Desktop / Endpoint & Application Support Engineer with 5+ years supporting enterprise Windows Server, Citrix, and workstation environments, administering identity and access, and providing 24x7 platform and application support across banking, fintech, and IT-services. Hands-on with ServiceNow ITSM, application installation/licensing/troubleshooting, service monitoring, Windows/Citrix/.NET server upgrades, Azure cloud platform support, and vendor escalation and coordination. Strong troubleshooting, documentation, and customer-service orientation with a high standard of confidentiality and professionalism.

PROFESSIONAL EXPERIENCE

Desktop / Endpoint Engineer | Tekem Solutions

Aug 2025 – Present | Denton, TX

- Deliver end-to-end application support installation, uninstallation, configuration, license management, and troubleshooting for 40+ business applications, tracking entitlements and renewals to keep licensing compliant and audit-ready.
- Manage incidents, service requests, and change tickets in ServiceNow, maintaining accurate documentation, knowledge-base articles, and reporting; meet SLA targets and provide clear status updates to users and stakeholders.
- Administer Windows Server 2019/2022 back-end services (DNS, DHCP, file/print services, WSUS) and coordinate Windows and .NET server upgrades and patching during scheduled maintenance windows to keep application platforms stable.
- Provide Azure cloud platform support administering virtual machines, Azure AD/Entra ID, resource groups, and Azure Virtual Desktop, monitoring service health and resolving access, provisioning, and connectivity issues for cloud-hosted applications.
- Administer Active Directory and Azure AD access-group management for 2,000+ users (RBAC, security groups, Conditional Access, MFA, GPO) to govern application access, while managing endpoint compliance for 2,000+ Windows 10/11 and macOS devices via Microsoft Intune and SCCM to sustain ~99.6% fleet compliance for the application delivery platform.
- Analyze recurring incident trends in ServiceNow and drive process and automation improvements, building self-service knowledge articles and PowerShell remediation scripts that reduce repeat ticket volume and improve first-contact resolution for application issues.

Desktop / Server Support Engineer | HDFC Bank

Sep 2022 – Aug 2023

- Provided 24x7 platform and application support for 1,200+ Windows/macOS endpoints and supporting servers across the branch network, sustaining 99.9% availability and cutting unplanned outages 61% via SolarWinds service monitoring and scheduled maintenance.
- Supported and upgraded Citrix Virtual Apps and Desktops environments alongside Windows and .NET application servers planning maintenance windows, applying upgrades and patches, and validating post-upgrade functionality with zero unplanned downtime.
- Deployed and administered Jamf Pro MDM for 400+ Mac endpoints (configuration profiles, FileVault 2, Apple DEP/ABM zero-touch), holding 100% enrollment compliance and cutting Mac setup from 5 hours to 35 minutes.
- Escalated and coordinated with hardware, software, and Citrix/OEM vendors on complex incidents logging cases, driving root-cause analysis, and following up to closure reducing average resolution time on escalated issues by 43%.
- Administered Active Directory and Azure AD hybrid identity for 3,500+ accounts OU design, access-group management, 40+ GPO baselines, and automated lifecycle provisioning reducing account-management overhead 55% and identity tickets 48%.
- Managed VMware vSphere 7.0 VDI across 60+ VMs and administered NetApp storage and Veeam backups at a 100% backup success rate, executing DR tests at a consistent sub-90-minute RTO in support of SOC 2 audits.
- Owned device lifecycle operations across the branch fleet provisioning, asset inventory updates, scheduled hardware refresh, and end-of-life returns maintaining accurate CMDB records to support audit readiness and procurement planning.

Desktop Engineer | Intuit

Aug 2021 – Aug 2022

- Managed 800+ Windows 10/11 and macOS endpoints across 3 sites using Intune and Jamf Pro, achieving 99.7% compliance and cutting policy-drift incidents 74% through automated scanning and PowerShell remediation.
- Provided application support across the standard software catalog installs, upgrades, configuration, license assignment, and troubleshooting and packaged/deployed applications via Intune and SCCM, resolving compatibility and licensing issues to keep users productive.
- Implemented Windows Autopilot and Apple Business Manager zero-touch provisioning, reducing new-device setup from 4 hours to under 35 minutes and enabling 150+ device onboardings monthly without manual imaging.
- Logged, tracked, and resolved incidents and service requests in ServiceNow with full documentation and SLA adherence, and administered Active Directory access and access groups for 1,500+ accounts with zero unauthorized-access incidents.
- Resolved endpoint network issues (DNS, DHCP, VPN, Wi-Fi) across the three sites and supported Ubuntu Linux workstations (accounts, permissions, CLI troubleshooting) for engineering teams.
- Handled user account and access requests MFA resets, group and application access, and SSO provisioning across Okta and Google Workspace alongside Azure AD, fulfilling requests in line with established security policies.

IT Support Engineer | Flipkart

Jan 2019 – Jul 2021

- Delivered Tier 1/2 desktop, workstation, and basic hardware support for 1,500+ users across 4 locations, resolving 3,800+ incidents at a 91% first-contact resolution rate and 4.7/5.0 CSAT.
- Managed the full incident and service-request lifecycle in ServiceNow categorization, prioritization, resolution, and documentation authoring knowledge-base articles and generating reports that improved ticket-handling consistency across the support team.
- Deployed and configured 450+ Windows 10 workstations during a company-wide refresh using WDS/MDT imaging, and supported Microsoft 365 (Outlook, Teams, SharePoint, OneDrive) including application installation, configuration, and troubleshooting for 1,500+ users.
- Coordinated with hardware and software vendors for warranty repairs, RMA processing, and escalated technical issues, tracking each case to closure and minimizing user downtime across the four sites.
- Diagnosed and resolved LAN, Wi-Fi, VPN, DNS, and DHCP failures using Wireshark and structured root-cause analysis, reducing network-related MTTR by 45% and eliminating 8 recurring incident types through infrastructure fixes.
- Supported mobile devices and conference-room/video-conferencing systems for onsite and remote users, and maintained strong customer communication timely status updates and follow-up through to ticket closure to ensure a consistent end-user experience.

EDUCATION

M.S., Information Science & Technology

St. Francis College, Brooklyn, NY

Sep 2023 – May 2025

TECHNICAL SKILLS

ITSM & Application Support: ServiceNow (incident, request, change, CMDB, knowledge base), Jira Service Management, Zendesk, ITIL 4, SLA management, application installation/uninstallation, configuration, license management, software troubleshooting, documentation & reporting

Servers & Virtualization: Windows Server 2016/2019/2022, Citrix Virtual Apps & Desktops, .NET application servers, server upgrades & patching, VMware vSphere 7.0, Hyper-V, Azure Virtual Desktop (AVD), NetApp, Veeam

Cloud (Azure): Microsoft Azure platform support, Azure AD / Entra ID, Azure VMs, resource groups, Azure Monitor, service health monitoring; AWS (EC2, S3)

Endpoint Management: Microsoft Intune, SCCM/MECM, Jamf Pro, Windows Autopilot, Apple Business Manager, WDS/MDT, MDM, device imaging, OS deployment, application packaging & deployment

Identity & Access: Active Directory (AD DS), Azure AD / Entra ID, Okta, Google Workspace, access & access-group management, Group Policy (GPO), RBAC, Conditional Access, MFA, SSO, LDAP, OU design, user lifecycle management

Operating Systems: Windows 10/11, Windows Server, macOS (Big Sur–Sonoma), iOS, Android, Ubuntu & RHEL Linux

Scripting & Monitoring: PowerShell, Bash, Python (basic); SolarWinds, Azure Monitor, SCOM, service/application monitoring

Networking: TCP/IP, DNS, DHCP, VPN (Cisco AnyConnect), VLAN, LAN/WAN, Wireshark, Cisco routing & switching

Security & Compliance: CIS Benchmarks, NIST SP 800-171, BitLocker, FileVault 2, Microsoft Defender for Endpoint, patch management, vulnerability remediation, vendor escalation & coordination

CERTIFICATIONS

CompTIA A+ • ITIL 4 Foundation