

Palukuri Bharat Reddy

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PROFESSIONAL SUMMARY

Technical Support Specialist with 5 years of experience delivering Level 1/2 support across desktops, laptops, hardware, software, networking, connectivity, and account-access issues. Proficient in ticket management, remote support, Windows, Microsoft 365, Azure, Active Directory, Intune, VPN, DNS, and DHCP, with strong documentation and customer communication skills. Experienced in structured troubleshooting and workstation deployment, seeking to support merchants and integrated software solutions.

EDUCATION

Saint Louis University
M.S., *Information Systems*

Jul 2024 - May 2026
GPA: 3.8/4.0

Sathyabama Institute of Science and Technology
B.E., *Computer Science*

Sep 2020 - May 2024
GPA: 9.36/10

SKILLS

Technical Skills: Microsoft: Azure, Intune, Microsoft 365, Active Directory, Office Suite, Outlook, Teams, Windows 10/11, Helpdesk: Ticketing Systems, Incident Management, Remote Support, User Administration, Password Resets, Account Provisioning, Documentation, Endpoint: Anti-Virus, Endpoint Protection, Workstation Imaging, Software Deployment, PC Setup, Hardware/Software Troubleshooting, Desktops, Laptops, Android/iOS Devices, Infrastructure: VPN Clients, Citrix Clients, TCP/IP, DNS, DHCP, Wi-Fi, LAN/WAN Networks, Remote Desktop, Video Conferencing, Hardware: PCs, Laptops, Printers, Scanners, Monitors, Peripherals, Cables, Workstation Deployment, Support: Customer Service, Technical Troubleshooting, Incident Resolution, Documentation, Multitasking, End-User Training, Technical Support

WORK EXPERIENCE

Accenture | Technical Support Specialist

Jul 2024 - Mar 2026

- Delivered Level 1/2 technical support for Windows 10/11 desktops and laptops, Microsoft 365, hardware, software, account access, networking, endpoint, VPN, Citrix, and remote-access incidents, consistently meeting SLA targets and restoring user productivity.
- Supported Microsoft 365, Azure Entra ID, Intune, and Active Directory tasks such as user provisioning, password resets, and device enrollment, enabling users to access resources without delay.
- Managed incidents and service requests through ServiceNow, maintained detailed documentation, prioritized tickets, tracked SLA compliance, and communicated status updates to support timely incident resolution and closure.
- Troubleshoot Outlook, Teams, TCP/IP, DNS, DHCP, Wi-Fi, printers, scanners, and PC hardware through structured root-cause analysis, providing customer-focused technical support and restoring endpoint connectivity quickly.
- Configured and deployed Windows workstations with device imaging, application rollout, endpoint protection, security updates, and Intune management, enabling rapid PC setup and consistent workstation performance.

e-con Systems | Technical Support Specialist

Aug 2022 - Jun 2024

- Provided Level 1/2 technical support for Windows systems, applications, hardware, connectivity, user accounts, and peripheral devices, resolving issues promptly and maintaining reliable service for end users.
- Resolved Microsoft Office, Outlook, Windows, VPN, software installation, driver, printer, scanner, and network-connectivity incidents using Remote Desktop and Endpoint Protection tools, reducing user downtime through structured technical troubleshooting.
- Managed tickets in ServiceNow from initial contact through resolution, documenting symptoms, troubleshooting steps, escalations, and communications; facilitated workstation deployment and user onboarding/offboarding, which shortened onboarding time and improved ticket-closure rate.

Karunadu Technologies | IT Support Technician

May 2021 - Jul 2022

- Supported Windows workstations and Microsoft applications, managed user accounts through Active Directory, and resolved printer, scanner, and connectivity issues, providing responsive technical support that maintained uninterrupted daily operations.
- Performed system administration using Active Directory and Exchange, creating and removing user accounts, configuring email, resetting passwords, assigning permissions, and setting up workstations, which reduced onboarding time and improved user access reliability.
- Troubleshoot TCP/IP, DNS, DHCP, Wi-Fi, VPN, hardware/software, and endpoint issues; installed operating systems, applications, anti-virus, drivers, peripherals, and updates, resulting in faster issue resolution and minimal downtime for users.