

Sailahari P

IT Systems Administrator

Greensboro, NC | 252-673-4232 | Sailaharip2025@gmail.com | Open to onsite work, shift schedules, and on call rotation

PROFESSIONAL SUMMARY

IT Systems Administrator with 3+ years of experience supporting Windows and Linux server environments, enterprise networks, and more than 300 end users. Started on the help desk and grew into administering Active Directory, Microsoft 365, VMware, SQL Server, and backup operations, with regular hands on data center work covering racking hardware, cabling, and replacing failed components. Known for clear documentation, fast ticket turnaround within SLA, and PowerShell automation.

TECHNICAL SKILLS

Systems: Windows Server 2019 and 2022, Windows 10 and 11, Ubuntu Linux, Active Directory and Group Policy, DNS, DHCP, patching with WSUS and Intune, Microsoft 365 and Exchange Online administration, Entra ID, MFA

Virtualization and Backup: VMware vSphere and ESXi, Hyper V, Veeam backup monitoring and test restores, participation in disaster recovery testing

Networking: TCP/IP, VLANs, VPN clients, switch port and wireless access point configuration on Cisco and Meraki, patch panels, Cat5e and Cat6 termination and testing, fiber patching, PRTG and SolarWinds monitoring

Data Center and Hardware: Server rack and stack, cable dressing and labeling, component replacement for drives, memory, and power supplies, vendor RMAs, UPS and PDU basics, asset inventory and DCIM updates

Support and Tools: Tier 1 and Tier 2 troubleshooting, ServiceNow and Jira, PC imaging and deployment with Intune and SCCM, onboarding and offboarding, VoIP phone moves and changes, printers and peripherals

Databases: Microsoft SQL Server support including writing SQL queries, monitoring SQL Server Agent jobs, verifying database backups and restores, and managing user access and permissions

Scripting: PowerShell for AD reports, bulk account tasks, and health checks, plus basic Python and Bash

PROFESSIONAL EXPERIENCE

IT Systems Administrator | Afficiency

July 2024 to Present

- Administer approximately 70 Windows and Linux servers across VMware and physical hosts, handling monthly patching, monitoring, service troubleshooting, and maintenance window coordination with the business.
- Manage Active Directory and Microsoft 365 for more than 300 users, covering accounts, security groups, GPOs, Exchange Online mailboxes, licensing, and an MFA rollout completed with zero lockout incidents.
- Monitor nightly Veeam backup jobs, remediate failures, and perform monthly test restores, helping raise the backup success rate above 98 percent and supporting the annual disaster recovery test.
- Support Microsoft SQL Server databases behind internal applications by monitoring SQL Server Agent jobs, verifying backups, restoring databases on request, and managing logins and permissions.
- Perform hands on data center work in the server room and colocation site, racking and cabling new hosts and switches, labeling and dressing cables to standard, replacing failed drives and power supplies, and processing vendor RMAs.
- Handle routine network changes under senior engineer guidance, including switch port configuration, VLAN assignments, and wireless access point installs, and troubleshoot connectivity from patch panel to endpoint.
- Resolve escalated Tier 2 tickets in ServiceNow within SLA, document root cause, maintain team runbooks, and serve in the on call rotation one week per month for after hours incidents.
- Wrote PowerShell scripts for AD cleanup, patch compliance reporting, and disk space checks, saving several hours of manual work each week.

IT Support Technician | TATA Consultancy Services Limited

Jan 2021 to Jul 2022

- Provided Tier 1 and Tier 2 support for about 300 users covering Windows desktops, Microsoft 365, printers, mobile devices, and VoIP phones while meeting response and resolution SLAs.
- Imaged and deployed laptops and desktops, handled onboarding and offboarding account setup in Active Directory and Exchange, and maintained accurate hardware inventory.
- Assisted the infrastructure team with server room tasks such as cable runs and terminations, switch port activation, UPS checks, and verifying nightly backup completion.
- Wrote SQL queries to pull user, asset, and license reports for audits, and created step by step knowledge base articles that reduced repeat tickets.

EDUCATION

MS In Computer Science, WSU, May 2024 · Coursework in Software Engineering, Analytics, Computer Networks