# Sachen Gowri Sankar

**Phone:** +971522857224

**Email:** sachenshankar@gmail.com

**Current Location:** Dubai, UAE
**Nationality**: Indian.

Gender: Male

**Profile Summary**

Skilled in Troubleshooting with Excel, Outlook, etc. Worked with Active Directory, Office 365 Administrator, and Azure. Strong Business Development Professional with a bachelor’s degree and Work Experience of 7+ Years as an IT Support Engineer/Desktop Support/end-user support.

# Work Experience

CG Infinity | Delhi, India February 2021 – June 2023

Technical Support Consultant 2

The project from Savantis Solutions had been taken over by CG Infinity along with the Staff related to the project.

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Savantis Solutions | Hyderabad, India April 2020 – February 2021

Technical Support Engineer

# Technical Responsibilities:

* Resolving issues related to Windows 10, 11, Citrix VDI, Mac OS and devices, iPads and Tabs, Android & iPhones.
* Installation & Configuration of Network printers & Scanner and their basic level of troubleshooting.
* Creating Outlook profiles and troubleshooting any issues with Outlook on PC & Mobile Devices.
* Experience with Windows Troubleshooting, SSCM Patching, and Windows Migration. AVD, and Citrix VDI.
* Creating AD Profiles for New hires and Maintenance of the data.
* Worked on Active Directory Services for resetting Passwords and maintaining user accounts.
* Working as an Application Support Consultant, IT Support Consultant, End User Support Consultant, and Desktop Support Engineer.
* Worked on SharePoint Creation, DL Creations, Shared Mailbox, etc.
* Azure Workspace account creation for New Hires.
* Troubleshooting any kind of hardware or software-related issue the user faces in their day-to-day activity.

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Deloitte Support Services | Hyderabad, India January 2019 – March 2020

IT HelpDesk Level 3 Analyst

Technical Responsibilities:

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* Proficient in handling escalated calls and providing Technical Support to end-users.
* Installation & Configuration of Network printers & Scanner and their basic level of troubleshooting.
* Creating profiles on Microsoft Outlook and basic troubleshooting.
* Helping users reset their AD Passwords
* Worked on Active Directory Services for resetting Passwords for end users.
* Experience in working on Microsoft Technologies such as Outlook 2016, Office 365, and Office 2016, working, and troubleshooting experience in Hybrid Environment of On-Prem and Exchange Online.
* Experience with Windows Troubleshooting, SSCM Patching, and Windows Migration.
* Working experiences in Active Directory such as password reset, Account management, Mailbox, and DL Management.
* Good experience in working on MS Teams, One Note, and One Drive for Business, and knowledge of Windows Azure functionality for Mobile Device Management.
* Worked on SAP Business Client to get the user data updated.
* Basic Application and Hardware Related troubleshooting.
* Responsible for supporting the end user machines’ Windows technical issues.
* Responsible for scanning all the IT assets monthly wise.
* Responsible to segregate the End-of-life assets physically in store.
* Responsible for SCCM Patching and Monthly Updates

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C3i Support Services | Hyderabad, India July 2016 - December 2018
IT HelpDesk Analyst

Technical Responsibilities:

* Proficient in handling escalated calls and providing Level 1 Technical Support to end-users.
* Installation & Configuration of Amazon workspaces on users’ PCs and laptops.
* Installation & Configuration of AS400 Network Printer.
* Installation & Configuration of AirWatch and Ping ID on iPads and iPhones.
* Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting.
* Siebel installation and basic Navigation.
* Window Migration to Amazon Workspaces.
* Performing Join Domain when a user is unable to log in to the laptops.
* Provide Remote support using Team Viewer and Microsoft Skype for Business.
* Creating profiles on Microsoft Outlook and basic troubleshooting.
* Installation & configuration of Entrust Digital ID (VPN) on the user's PC & troubleshooting basic VPN issues.
* Handling Hardware & Operating System issues.
* Helping users Reset their NT Passwords.
* Managing the iPads, iPhones, Laptops & Printers inventory.
* Helping users to set up their emails and account-specific apps on their iOS devices.
* Providing support for account-specific apps on iPads and iPhones.
* Helping users with basic Salesforce navigation.

**Education**

B.COM (Computer Science) from Kalinga University June 2014 – June 2017

Certifications

* ITIL V4 Foundation Certified
* Outlook 2016 Essential Training.
* Microsoft Azure Implement Azure Active Directory.

Others Information

Technical Skills: Office 365 Admin | Active Directory | MDM | Azure AD | SAP L1 | AWS L1| SCCM Patching | Installation and Configuration | User Profile Management | Cisco Meraki | VOIP Technologies

Ticketing Tool: ServiceNow | Service Manager | Salesforce

Languages: English | Hindi | Tamil | Telugu

Notice Period: Immediate Joiner