ADITYA SHRIVASTAVA

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OBJECTIVE

Dynamic and results-oriented Senior IT Support Engineer with over five years of expertise in enterprise IT support, specializing in network troubleshooting, system administration, and ITIL-based process management. Adept at diagnosing intricate technical issues, collaborating with cross-functional engineering teams, and delivering high-impact solutions. Proven ability to support AI-driven platforms, cloud-based infrastructure, and large-scale enterprise applications. Passionate about optimizing IT operations, enhancing end-user experiences, and implementing automation to drive operational efficiency. Excels in customer relationship management, incident resolution, and executing strategic process enhancements to streamline IT service delivery.

TECHNICAL SKILLS

Operating Systems	Windows, macOS, Linux (Administration)
Cloud Platforms	Microsoft Azure, Google Cloud
Enterprise Tools	ServiceNow, Aruba Networks, Citrix Cloud, Twilio, 3CLogic
User Support	IT Onboarding, End-User Training, Knowledge Base Documentation
Compliance	IT Asset Management, Security Policy Documentation, Risk Assessment
ITSM	ITIL Framework, Incident Management, Problem Management, Change Management
System Administration	Active Directory, SSO Authentication, Identity and Access Management (IAM)

CERTIFICATIONS

- ITIL V4 - IT Service Management
- Microsoft MS-900 - Microsoft 365 Fundamentals
- Microsoft 365 - SharePoint Foundations
- Microsoft 365 - Teams Foundations
- Microsoft 365 - Exchange Foundations
- Microsoft 365 - OneDrive Foundations

EXPERIENCE

SDE - 2 — Network & Infrastructure Operations　　　　　　　　　MAY 2024 - PRESENT
NEC Corporation India, Noida, Uttar Pradesh

- Spearheading Layer 2 & Layer 3 network management, resolving switch port issues, VLAN configurations, and mitigating network intrusions.
- Assisting in network infrastructure deployment, migrating and configuring Aruba/Cisco switches, routers, and access points while ensuring optimal performance.
- Implementing automation tools and enforcing network security compliance through advanced CLI troubleshooting (PuTTY, SSH) and firewall policy management.

Microsoft Support Engineer (Contract via Sherweb)　　　　　　　　JUL 2023 - MAY 2024
Microsoft, Sherbrooke, QC

- Provided remote IT support to global teams, efficiently troubleshooting Windows and Microsoft 365 issues across various time zones.
- Delivered Tier-2 & Tier-3 technical support, achieving a 95% first-call resolution rate for Microsoft 365-related queries.
- Managed direct customer interactions while adhering to Microsoft's service delivery standards and utilizing internal tools for advanced troubleshooting.

Service Desk Engineer L1 JUL 2022 - APR 2023
NEC Corporation India, Noida, Uttar Pradesh

- Provided first-level technical support for enterprise cloud applications, ensuring seamless IT service continuity.

- Executed incident management, troubleshooting, and proactive system monitoring across IT infrastructure to minimize disruptions.

- Assisted in ITIL-driven problem management processes, facilitating efficient issue resolution and service enhancement.

Customer Service Specialist SEP 2020 - JUL 2022
Tech Mahindra, Noida, Uttar Pradesh

- Diagnosed and resolved mobile network issues, VoIP configurations, Wi-Fi connectivity problems, SIM & eSIM activations, and carrier-specific concerns.

- Provided remote troubleshooting for telecommunication services, including device provisioning and mobile calling issues.

- Delivered high-quality customer support via phone, email, and chat, ensuring accurate diagnosis and timely resolution of service-related queries.

- Partnered with network engineers and backend teams to analyze and rectify service disruptions for Vodafone Qatar customers.

EDUCATION

Bachelor of Arts (B.A.) in English Literature (British and Commonwealth) MAR 2022
Desh Bandhu College, University of Delhi

VOLUNTEER EXPERIENCE

Senior Technical Support Engineer MAY 2023 - JUN 2023
R Systems, Noida, Uttar Pradesh

- Provided advanced troubleshooting and technical expertise for cloud-based enterprise applications.

- Mentored junior engineers, developing their skills in root cause analysis and IT support best practices.

Senior Associate - Service Desk APR 2023 - MAY 2023
Saxo Group India, Gurugram, Haryana

- Led IT support initiatives for cross-functional projects, ensuring seamless technological integration.

- Developed detailed technical documentation and user guides to enhance IT service desk operations.