

Abhishek Tyagi

Ghaziabad, India 201102 | Phone: +91-9711042118 | Email: abhityagi028@gmail.com |
Date of Birth: 28th September 1996

Professional Summary:

IT Support Engineer with 3+ years of experience in providing remote technical support and end-user troubleshooting. Skilled in Active Directory, Office 365 administration, VPN support, and Windows troubleshooting. Strong knowledge of network services (DNS, DHCP, TCP/IP) and expertise in ticketing tools like ServiceNow and Remedyforce. Proven track record of resolving 200+ tickets monthly with 99% SLA compliance and delivering high customer satisfaction.

Global IT Service Desk Associate - AML Right Source:

03/2026 – Present

- Provide L1/L2 technical support to global users across multiple regions and time zones.
- Troubleshoot complex issues related to VPN, Outlook, Microsoft 365, Active Directory and network connectivity.
- Handle incident, service request, and access management tickets while adhering to SLAs and KPIs.
- Manage mailbox configurations, distribution lists and shared mailbox permissions in Exchange Online.
- Support MFA, SSO, and identity-related issues to ensure secure access.
- Collaborate with L2/L3 and infrastructure teams for knowledge base articles for recurring issues.
- Ensure high customer satisfaction through clear communication and timely follow-ups.
- Escalate critical incidents and coordinate with stakeholders during major outages.

Senior Technical Support Engineer – NLB Services (NTT Data Project):

03/2025 – 08/2025

- Managed Exchange Online & Office 365 Admin Console, including user account creation, group management, and policy configuration.
- Created and administered shared mailboxes, distribution lists, and security groups for streamlined communication.
- Troubleshoot and resolved issues related to VPN, MFA reset, internet connectivity, Outlook, Office apps, printers, and application access.
- Handled 200+ tickets in a month with 99% accuracy and zero escalations.
- Provided Tier-2 support and collaborated with senior teams for critical issue resolution.
- Tools: ServiceNow, Remedyforce, SCCM, Intune, BeyondTrust, AD, O365 Admin Center, Azure Portal, Nexthink, Citrix Director, Cyberark.

Analyst – HCL Tech:

01/2023 – 01/2025

- Administered on-premises Active Directory & Group Policy Management for user provisioning and account maintenance.
- Provided end-user support for Outlook, Teams, and Microsoft Office Suite.
- Troubleshoot VPN (Cisco Any Connect), network issues (DNS, DHCP, TCP/IP), and email
- Collaborated with senior teams to resolve escalated technical issues within defined SLAs.
- Collaborated with voice team for MS Teams issue resolution.
- Collaborated with senior teams to resolve escalated technical issues within defined SLAs.

Remote Support Engineer – Savantis Solutions (HCL Project):

10/2021 – 01/2023

- Delivered remote L2 support for Office 365, Outlook, RDP, and Windows OS issues.
- Resolved 90%+ of email-related issues in Outlook, ensuring seamless communication.
- Troubleshoot network, VPN, and printer issues (network, shared, USB, VPSX).

- Consistently maintained 99% SLA compliance and delivered 200+ ticket resolutions in 3 months with no user escalations.

Technical Skills:

- Operating Systems: Windows 10/11
- Directory Services: Active Directory, Group Policy Management
- Collaboration Tools: Office 365 (Outlook, Teams, OneDrive, SharePoint)
- Networking: VPN (Cisco AnyConnect, Pulse Secure, GlobalProtect), TCP/IP, DNS, DHCP, UDP
- Endpoint Management: SCCM, Intune
- Remote Tools: BeyondTrust, LogMeIn
- Ticketing Systems: ServiceNow, BMC Remedyforce
- Other Tools: Exchange Online Admin Center, O365 Admin Console, Citrix Director, Nextthink, Cyberark, Entrust Admin Portal.

Certification:

ITIL V4 Foundation

Education:

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| - B.Tech in Electronics & Communication Engineering – GNIOT College | 2021 |
| - Diploma in Digital Electronics – Ambedkar Institute Of Technology | 2017 |
| - 12th Grade – C.B.S.E Board | 2014 |
| - 10th Grade – C.B.S.E Board | 2012 |

Languages

- English | Hindi