

Email

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CERTIFICATION AND IT SKILLS:

- Apple Certified IOS Technician
- Apple Certified Macintosh Technician
- Apple Certified Service Fundamentals
- A+
- N+
- CCNA certified from Internetworkz
- LINUX (Red Hat Enterprise Linux)
- Windows Server 2013 R2
- Microsoft Azure
- Airwatch
- Jamf 100

Summary

Experienced IT Engineer with 10+ years of expertise in technical support, IT service desk operations, and Apple/Microsoft device management. Skilled in troubleshooting, networking, and end-user support across Windows, macOS, iOS, and Android environments. Adept at managing IT assets, providing global remote support, and streamlining IT operations to improve end-user experience. Proven ability to lead teams, resolve escalations, and deliver efficient IT solutions in high-paced environments.

Work Experience

GSM India (XanhSM)

Jan 2026 - Present

Technology Operations Specialist

- Provide end-to-end IT support for Windows Laptop.
- Manage device enrollment and configurations of Domain via Trellix MDM.
- Administer user access in Microsoft 365, Microsoft Entra
- Handle IT tickets through JIRA, ensuring SLA compliance.
- Acted as POC for the Service Desk Team, leading and mentoring new hires.
- Conduct AV setup and support for meetings/events; manage printers and networking troubleshooting.
- Provided support for Office 365, Outlook, Teams and antivirus tools.
- Supported **end-user onboarding** (account setup, workstation configuration, email access).
- Installed, configured, and upgraded operating systems Windows 11
- Managed **device enrollments, MDM (Trellix), and endpoint security policies.**
- Configured user accounts and permissions in **Active Directory, Microsoft 365**
- Provided **remote and desktide support** for global teams and VIP users.
- Performed **AV support** (Zoom rooms, conference setup, internal events).
- Assisted with **procurement, asset management, and hardware lifecycle management.**
- Created **knowledge base articles** to improve first-call resolution.
- Monitored network connectivity and escalated critical alerts to higher-level support.
- Assisted users with **basic network troubleshooting** (Wi-Fi, LAN, VPN,
- Install **SAP Logon software** on user systems and configure SAP profiles as per business requirements to enable access to relevant environments.
- Provide day-to-day IT support by diagnosing and resolving hardware and software issues on employee laptops, ensuring minimal disruption to productivity.

TOOLS:

- Windows OS
- Mac OS
- IOS
- Office 365
- Teqativity
- Zoom Admin
- Onelogin Admin
- Okta Admin
- Duo MFA Admin
- Adobe Admin
- Jamf
- Airwatch Admin
- Intune Admin
- Google Admin
- IIQ Sailpoint
- Apple configurator 2
- Slack Admin
- Zscaler
- Cisco meraki
- Service now and Jira Ticketing Tool.
- Trellix

ACADEMIC

- Electronics and Communication at PES College
- SSLC in Swargarani High School
- Master's in Networking Administrator (MNA) at Jetking.

Milestone Technologies (Client Uber) Service Desk support (L1/L2)

Oct 2024 – Present

- Provide end-to-end IT support for Mac, Windows, iPhone, and Android devices.
- Manage device enrollment and configurations via AirWatch MDM.
- Administer user access in Microsoft 365, Google Workspace, Adobe Console, Slack, and Zoom.
- Handle IT tickets through ServiceNow & JIRA, ensuring SLA compliance.
- Acted as POC for the Service Desk Team, leading 7 engineers and mentoring new hires.
- Conduct AV setup and support for meetings/events; manage printers and networking troubleshooting.
- Provided support for Office 365, Outlook, Zoom, Slack, Google Workspace, and antivirus tools.
- Supported **end-user onboarding** (account setup, workstation configuration, email access).
- Escalated unresolved tickets to L2/L3 while ensuring SLA compliance.
- Installed, configured, and upgraded operating systems (Windows 7/10/11, macOS)
- Managed **device enrollments, MDM (JAMF, AirWatch), and endpoint security policies**.
Configured user accounts and permissions in **Active Directory, Azure AD, Microsoft 365, and Google Admin Console**.
- Provided **remote and deskside support** for global teams and VIP users.
- Performed **AV support** (Zoom rooms, conference setup, internal events).
- Assisted with **procurement, asset management, and hardware lifecycle management**.
- Created **knowledge base articles and trained L1 staff** to improve first-call resolution.
- Monitored network connectivity and escalated critical alerts to higher-level support.
- Assisted users with **basic network troubleshooting** (Wi-Fi, LAN, VPN,

JustAnswer
Sr. Specialist Technical Support

Nov 2019 – Oct 2024

- Chat/Call support and remote support global service
- Resolving and troubleshooting computers and networks, printers, scanners, smartphones, and Apple devices via chat.
- Testing new projects and software, and reporting Bugs to the software team.
- Chat support and remote support.
- Conducting training for new joiners

- Providing support for Consumer electronic devices such as TVs, DVDs, VCRs, Security cameras, etc.
- Email support, Outlook, Live Mail configuration and mailbox, Thunderbird setup and configurations.
- Windows 7, 10, 11, all versions of MacOS installations, and re-install software supports like TurboTax, Adobe, Office 365, 2013, 2019.
- Antivirus installation and setup
- Adding devices and configuring virtual machines using VMware
- Troubleshooting of the added VM machine
- Adding/removing users using the Microsoft 365 admin console.
- Adding/removing users using the Google Admin console.

Ample Technologies

Mar 2018 - Oct 2019

Technical Support Engineer

- Customer Handling and Escalation Handling.
- Creating repairs/ordering parts using GSX.
- Using a CRM tool to accept repairs.
- Hardware parts replacement and troubleshooting of Apple products.
- Basic troubleshooting of Mac, iMac, MacBook's and iPhone
- MacOS installation and upgrade.
- Application support and iCloud support
- Experience in JAMF (in personal, not real-time experience)
- Installing OS using a parallel desktop Virtual machine / VMware and configurations.
- Enrolling – un-enrolling devices from JAMF
- Use if Apple configurator 2
- Manually adding and removing devices from JAMF
- Creating MDM server & profile.

ZESTECH Global IT Administrator

Sep 2016 – Dec 2016

- Configure and define parameters for the installation or testing of local area network (LAN), wide area network (WAN), hubs, routers, switches, controllers, multiplexers, or related networking equipment.
- Configure security settings or access permissions for groups or individuals.
- Configure wide area network (WAN) or local area network (LAN) routers or related equipment.
- Install new hardware or software systems or components, ensuring integration with existing network systems.
- Test computer software or hardware.
- Troubleshoot network or connectivity problems for users or user groups.
- Install and perform repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Troubleshoot technology issues.

- Install and maintain equipment and software.
- Ask questions to pinpoint the problem.
- Perform remote troubleshooting. Help new employees set up their workstations. Maintain and upgrade equipment as needed.

EMADS INDIA

July 2013 - Aug 2015

System Administrator

- Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems.
- Provide staff and users with assistance in solving computer-related problems, such as malfunctions and program problems.
- Review and analyze computer printouts and performance indicators to locate code problems and correct errors by correcting codes.
- Confer with clients about the information processing or computation needs that a computer program is to address.
- Coordinate and link the computer systems within an organization to increase compatibility so information can be shared.
- Determine the computer software or hardware needed to set up or alter the system.