# Utsav Sangroula

**IT Support Specialist | Help Desk Technician | System Administrator**
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## Professional Summary

Microsoft Certified IT Professional with hands-on experience in technical support, system administration, and help desk operations. Expertise in Microsoft 365, AWS cloud services, Windows Server, Active Directory, and network troubleshooting. Recently completed comprehensive training in cybersecurity (ISC2), cloud support (AWS), and Microsoft enterprise solutions. Proven track record in retail IT support, server administration, and customer service delivery. Strong problem-solving skills with ITIL knowledge and ticketing system experience.

**Core Competencies:** Help Desk Support | Technical Troubleshooting | Microsoft 365 Administration | AWS Cloud Support | Network Security | Active Directory | Customer Service | ITIL Practices

## Technical Skills

**Operating Systems:** Windows 10, Windows 11, Windows Server 2012/2019/2022, Linux, macOS
**Cloud Platforms:** Microsoft 365, Azure AD, AWS EC2/S3/IAM, Google Workspace
**Networking:** TCP/IP, DHCP, DNS, VPN, IPv4, Network Protocols, Wireless Communications, 3CX VoIP
**Security:** ISC2 Cybersecurity, Microsoft Defender XDR, Microsoft Purview, Multi-Factor Authentication, Endpoint Security
**Support Tools:** Remote Desktop, TeamViewer, AnyDesk, Jira, Freshdesk, Help Desk Ticketing Systems
**Administration:** Active Directory, Group Policy, PowerShell, Bash Scripting, User Account Management
**Hardware:** Server Installation, Hardware Upgrades, Printer Configuration, Network Equipment Setup

**Technical Strengths:** Problem-solving, Root Cause Analysis, Customer Communication, Technical Documentation, Process Improvement, Team Collaboration

**Soft Skills:** Customer Service Excellence, Time Management, Attention to Detail, Adaptability, Continuous Learning

## Professional Experience

**IT Support Intern**
**Graduate Plus** | Sydney, NSW | Jan 2025 – April 2025

- Completed intensive 3-month IT support training program with hands-on practice in enterprise environments
- Managed help desk tickets using industry-standard ticketing systems and escalation procedures
- Performed Microsoft 365 user provisioning, Exchange Online administration, and Teams support
- Conducted Windows 10/11 troubleshooting, hardware diagnostics, and system imaging
- Created technical documentation and standard operating procedures following ITIL best practices
- Provided remote support using TeamViewer, AnyDesk, and Remote Desktop Protocol

**Retail Supervisor & IT Support Liaison**
**Leisure Coast Fruit Market** | Wollongong, NSW | Sep 2021 – Jan 2025

- Served as primary IT support contact for retail operations, coordinating with external MSP providers
- Troubleshot POS systems, thermal printers, barcode scanners, and Wi-Fi connectivity issues
- Managed user accounts, password resets, and basic Active Directory tasks
- Implemented digital signage system integration with point-of-sale systems
- Performed network upgrades, router configuration, and wireless access point optimization
- Provided after-hours emergency support for critical system outages
- Trained staff on technology usage, password management, and security awareness

**System Administrator**
**KMInfosystems** | India | Apr 2014 – May 2016

- Administered Windows Server and Linux infrastructure in corporate data center environment
- Managed user accounts, group policies, and access controls in Active Directory
- Performed server installations, OS patching, system updates, and hardware maintenance
- Executed daily backups, system monitoring, and proactive maintenance procedures
- Resolved network connectivity issues, server performance problems, and application errors
- Documented technical procedures and maintained configuration management records
- Supported development environments and coordinated with software development teams

# Education & Certifications

**Professional Certifications (2024-2025)**

- ISC2 Candidate (Cybersecurity) | March 2025
- Microsoft IT Support Specialist | March 2025
- AWS Cloud Support Associate | March 2025
- Microsoft Learn: Microsoft 365 Copilot, Purview, Defender XDR, Entra ID | April 2025
- Network Support and Security (Cisco) | January 2025
- Healthcare IT Support Specialization (Johns Hopkins) | January 2025
- Graduate Plus IT Support Job Ready Program | January 2025

**Foundation Certifications**

- Networking Essentials (Charles Sturt University) IT Masters | 2024
- AWS Academy Cloud Foundations | June 2024
- Google IT Support Professional Certificate | February 2022
- AWS Cloud Practitioner Essentials | January 2022
- MCSA: Windows Server 2012 | December 2014

**Formal Education**

- Certificate IV Information Technology - Networking (TAFE NSW) | 2024
- Bachelor of Science: Infrastructure Management Systems (SMU) | 2016
- Diploma Computer Engineering | 2013

# Key Projects & Technical Experience

### Microsoft 365 Enterprise Deployment

- Configured Microsoft 365 tenant with Exchange Online, SharePoint, and Teams integration
- Implemented Azure AD Connect for hybrid identity management and single sign-on
- Deployed multi-factor authentication and conditional access policies
- Managed user provisioning, group management, and security compliance settings

### AWS Cloud Infrastructure

- Built AWS hosting environment using EC2 instances, S3 storage, and Route 53 DNS
- Configured WordPress deployment with MySQL database and CloudFront CDN
- Implemented IAM roles and security groups for access management
- Monitored costs and performance using CloudWatch and AWS Cost Explorer

### Network Infrastructure Projects

- Designed and implemented LAN networks with DHCP, DNS, and VLAN configuration
- Configured wireless networks with WPA2/WPA3 security and guest access
- Implemented network monitoring and troubleshooting procedures

### Security & Compliance Implementation

- Applied ITIL incident management and service improvement processes
- Developed phishing awareness training and user education programs
- Created PowerShell scripts for automated user account creation and management
- Implemented backup and disaster recovery procedures for critical systems