SAKTHIVEL S

SYSTEM ADMINISTRATOR

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PROFESSIONAL SUMMARY

Experienced and detail-oriented System Administrator with over 3+ years of expertise in managing and maintaining enterprise IT infrastructure. Proficient in Windows, Linux, and cloud environments with a strong focus on system security, uptime, automation, and performance optimization. Adept at troubleshooting complex technical issues and implementing scalable IT solutions that enhance business operations.

TECHNICAL SKILLS

Operating Systems: Windows, Linux, MAC   **Directory Services**: Active Directory (AD), Azure AD,
Cloud Platforms: Microsoft Azure, Microsoft 365 / Exchange Online
Scripting & Automation: PowerShell, Bash, Automation Scripting
Policies & Permissions: Group Policy Objects (GPO), Intune Configuration
Support & Tools: Ticketing Systems, Network Troubleshooting, Technical Support

PROFESSIONAL EXPERIENCE

System administrator - TATA Consultancy services   **May 2022 - Present**

- Installed, configured, and maintained Windows operating systems, ensuring system stability and security for internal users.
- Managed user accounts, permissions, and Group Policy Objects (GPO) via Active Directory to maintain access control and organizational policies.
- Provided Level 1 and 2 technical support for hardware, software, and network-related issues, resolving 60+ support tickets per week and maintaining high user satisfaction.
- Ensured compliance and asset integrity through regular audits, system documentation, and timely patching and updates.
- Effectively communicated with non-technical users, offering clear instructions and solutions to help them understand system functionalities and resolve issues.

EDUCATION

Bachelor of computer science   **Jun 2018 - APR 2021**
Muthyammal college of art's and science - Rasipuram

PROJECTS & ACHIEVEMENTS

- Developed a custom PowerShell script to automate Windows patch update issue, approval, and deployment across enterprise systems.
- Managed and maintained Intune configuration profiles, compliance policies, Windows Update rings, and endpoint security policies tailored for different user groups and device types.

ADDITIONAL INFORMATION

- **Languages:** English, Tamil
- **Certifications:** Google IT Support Professional Certificate issued by Google - 2022