



VEERAKUMAR S

TECHNICAL SUPPORT / IT EUC

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PROFESSIONAL SUMMARY

Certified and solutions-focused IT Support Engineer with 1.5+ years of experience in technical support, IT service management, and enterprise-level troubleshooting. Skilled in ServiceNow, ServiceConnect, Microsoft 365, Intune, Cisco VPN, and networking support. Adept at diagnosing root causes, resolving complex incidents, and ensuring minimal downtime by applying ITIL best practices.

WORK EXPERIENCE

Renault Nissan Technology and Business Center India , Chennai

IT Support Specialist

Apr 2024 – Present

- Delivered end-to-end technical support for enterprise users through ServiceNow and ServiceConnect ticketing systems.
- Resolved incidents and performed troubleshooting of Microsoft 365 services (Outlook, Teams, SharePoint), consistently achieving 95% SLA compliance.
- Administered and enforced device policies via Microsoft Intune, including configuration profiles, app deployment, and endpoint security.
- Provided seamless support for Cisco VPN connectivity and remote access configurations.
- Diagnosed and resolved complex networking issues such as DNS failures, IP conflicts, and connectivity disruptions.
- Developed and maintained knowledge base documentation and user guides, improving resolution efficiency for recurring issues.
- Collaborated with cross-functional IT teams to streamline incident resolution processes, reducing average resolution time and enhancing user satisfaction.

EDUCATION

Bachelors Degree in Computer Science

Bharathidasan University Tiruchirappalli,

Tiruchirappalli
2020 - 2023

Professional Development

Cyber Security Course – Naan Mudhalvan Program, Government of Tamil Nadu (2023)

SKILLS

- IT Support & Troubleshooting
- ServiceNow, Service Connect
- Microsoft 365 Administration (Outlook, Teams, SharePoint, OneDrive)
- Microsoft Intune (Device/Policy Management)
- Cisco VPN Configuration & Remote Access Support
- Networking (TCP/IP, DNS, DHCP)
- Active Directory & Group Policy Management
- ITIL Framework (Incident, Problem & Change Management)
- Remote Desktop Tools (RDP, citrix workspace, Microsoft Desktop)
- Identity & Security Tools (Okta, Zscaler)

CERTIFICATIONS

- CCNA (Basic Networking Fundamentals) – NetworkGeek