

LIJO JOY

IT ENGINEER & TECHNICAL SUPPORT SPECIALIST

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■ Bengaluru, India

PROFESSIONAL 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. Proven ability to lead teams, resolve escalations, and deliver efficient IT solutions in high-paced environments.

CERTIFICATIONS

Apple Certified iOS Technician	Apple Certified Mac Technician	Apple Service Fundamentals	CompTIA A+	CompTIA N+
CCNA	Red Hat Linux	Windows Server 2013 R2	Microsoft Azure	Airwatch
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WORK EXPERIENCE

GSM India (XanhSM)

January 2026 – Present ■ Technology Operations Specialist

- Provide end-to-end IT support for Windows laptops; manage device enrollment and configurations via Trellix MDM.
- Administer user access in Microsoft 365, Microsoft Entra; handle IT tickets through JIRA ensuring SLA compliance.
- Act 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.
- Provide support for Office 365, Outlook, Teams, and antivirus tools.
- Support end-user onboarding (account setup, workstation configuration, email access).
- Install, configure, and upgrade operating systems (Windows 11).
- Manage device enrollments, MDM (Trellix), and endpoint security policies.
- Configure user accounts and permissions in Active Directory and Microsoft 365.
- Provide remote and deskside support for global teams and VIP users.
- Perform AV support (Zoom rooms, conference setup, internal events).
- Assist with procurement, asset management, and hardware lifecycle management.
- Create knowledge base articles to improve first-call resolution.
- Monitor network connectivity and escalate critical alerts to higher-level support.
- Assist users with basic network troubleshooting (Wi-Fi, LAN, VPN).
- Install SAP Logon software and configure SAP profiles as per business requirements.
- Diagnose and resolve hardware and software issues on employee laptops with minimal disruption.

Milestone Technologies (Client: Uber)

October 2024 – October 2025 ■ Service Desk Support (L1/L2)

- 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.
- Act 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.
- Provide support for Office 365, Outlook, Zoom, Slack, Google Workspace, and antivirus tools.
- Support end-user onboarding (account setup, workstation configuration, email access).
- Escalate unresolved tickets to L2/L3 while ensuring SLA compliance.
- Install, configure, and upgrade operating systems (Windows 7/10/11, macOS).
- Manage device enrollments, MDM (JAMF, AirWatch), and endpoint security policies.
- Configure user accounts and permissions in Active Directory, Azure AD, Microsoft 365, and Google Admin Console.
- Provide remote and deskside support for global teams and VIP users.
- Assist with procurement, asset management, and hardware lifecycle management.
- Create knowledge base articles and train L1 staff to improve first-call resolution.
- Monitor network connectivity and escalate critical alerts; assist with basic network troubleshooting.

JustAnswer

November 2019 – October 2024 ■ Sr. Specialist Technical Support

- Provided chat/call and remote support for global customers on computers, networks, printers, scanners, smartphones, and Apple devices.
- Tested new projects and software; reported bugs to the software team.
- Conducted training for new joiners.
- Supported consumer electronic devices such as TVs, DVDs, VCRs, security cameras.
- Email support: Outlook, Live Mail, Thunderbird setup and configurations.
- Installed and supported Windows 7/10/11 and all macOS versions; TurboTax, Adobe, Office 365/2013/2019.
- Antivirus installation and setup; configured virtual machines using VMware.
- Managed users via Microsoft 365 admin console and Google Admin console.

Ample Technologies

March 2018 – October 2019 ■ Technical Support Engineer

- Customer and escalation handling; created repairs and ordered parts using GSX.
- Hardware parts replacement and troubleshooting of Apple products (Mac, iMac, MacBooks, iPhone).
- macOS installation, upgrade, application support, and iCloud support.
- Experience with JAMF — enrolling/unenrolling devices, MDM server/profile creation.
- Installed OS using Parallel Desktop/VMware; used Apple Configurator 2.

ZESTECH Global

September 2016 – December 2016 ■ IT Administrator

- Configured and tested LAN, WAN, hubs, routers, switches, controllers, and related networking equipment.
- Configured security settings and access permissions for groups and individuals.
- Installed new hardware/software systems; ensured integration with existing network.
- Troubleshot network/connectivity problems; performed repairs on hardware and peripheral equipment.
- Performed remote troubleshooting; helped new employees set up workstations; maintained and upgraded equipment.

EMADS INDIA

July 2013 – August 2015 ■ System Administrator

- Tested, maintained, and monitored computer programs and systems; coordinated program installations.
- Provided assistance in solving computer-related problems including malfunctions and program issues.
- Reviewed and analyzed computer printouts and performance indicators to locate and correct code errors.
- Conferred with clients about information processing/computation needs.
- Coordinated and linked computer systems within the organization for increased compatibility.
- Determined computer software/hardware needs for system setup or alterations.

EDUCATION

BCA — Manipal University

MNA — Jetking

Electronics & Communication — PES College

SSLC — Swargarani High School

TOOLS & TECHNOLOGIES

OS: Windows · macOS · iOS · Linux (RHEL) · Windows Server 2013 R2

MDM: Jamf · AirWatch · Intune · Trellix · Apple Configurator 2

Cloud & IAM: Microsoft 365 · Azure · Okta · OneLogin · Duo MFA · Google Admin

Collaboration: Zoom Admin · Slack Admin · Adobe Admin

ITSM: ServiceNow · Jira · IIQ SailPoint

Security & Network: Zscaler · Cisco Meraki · Teqtivity