VASUDEVA VEMPATI

IT SUPPORT ANALYST - IT Help Desk, Network Troubleshooting & Ticketing System

✉ vempativasudeva2001@gmail.com   📞 +1 (437) 299-6518   📍 Canada   in LinkedIn   ○ GitHub

SKILLS

- **Operating Systems & Platforms**: Microsoft Office 365, Azure Cloud, Windows Server, SharePoint Online.
- **Troubleshooting & Infrastructure**: DNS Configuration, Validation, DHCP, VPN Setup, Security Policies.
- **Security & Compliance**: Microsoft Defender, Safe Links, DLP Alerts, Audit Logs, Encryption Policies.
- **Scripting & Reporting**: Python, C, Technical Documentation, Data Reporting, Excel Data Dashboards.
- **IT Support & Processes**: Ticketing Systems, Troubleshooting, Service Configuration, Account Management.

WORK EXPERIENCE

IT Support Intern   **January 2023 – January 2024**
Top Talent Bridge   *Remote, Canada*

- Resolved 25+ daily IT tickets covering password resets, MFA failures, and Office 365 issues, achieving first call customer resolution while meeting SLAs, reducing repeat incidents by 28% across distributed remote teams.
- Coordinated with 100+ users managing Azure AD identities, permissions, and group policies, cutting account dashboard lockouts via consistent monitoring, access reviews, and automated remediation across departments.
- Performed daily security checks using Microsoft Defender logs, detecting 6+ missed configurations weekly, enforcing baseline policies, and preventing credential misuse incidents by 31% through rapid corrective actions.
- Authored 18 SOPs for service desk workflows, asset handling, and incident response, improving knowledge base clarity, accelerating onboarding by 34%, and lowering tier two escalations across teams enterprise wide.
- Coordinated onboarding for 45+ student devices, imaging systems, configuring policies, and validating compliance, achieving 100% security adherence while cutting setup time 29% per device through standardization.
- Delivered remote Tier one support across Canada, triaging incidents, documenting fixes, and collaborating with admins, sustaining 99.8% uptime and meeting audit requirements during peak periods nationwide coverage.
- Maintained detailed ticket metrics and reports, MTTR, and SLA compliance, driving 21% efficiency gains and informing capacity planning decisions for leadership stakeholders through monthly reviews and reports.

PROJECTS

Implemented and Managed Microsoft 365 Environment for a Mid-Sized Organization
Role: MS Office 365 Admin

- Implemented and managed Microsoft 365 environment for a 300-user org, configuring user accounts, groups, permissions, and service settings across departments to ensure security baselines and operational continuity.
- Configured Defender for Office 365 with Safe Links and Safe Attachments, improving phishing defense and increasing Secure Score by 28%, while strengthening email threat detection and real-time attack responses.
- Enabled secure collaboration using SharePoint, OneDrive for Business, and Viva Engage by designing data sharing policies and external sharing rules, 100% aligned with governance, access controls, and business requirements.
- Enforced compliance readiness by deploying encryption, DLP alerts, and insider threat monitoring using compliance center tools to meet regulatory standards, reduce data leakage risks by 20%, and enhance audit readiness.
- Automated health monitoring by setting up audit logs and alerts, delivering weekly reports to stakeholders and reducing IT incidents by 35% through effective issue detection, resolution and service performance optimization.

EDUCATION

Post Graduate Certificate in Cloud Computing Technologies   May 2025 - Present
George Brown Polytechnic, Toronto, ON, Canada
Bachelor of Technology in Electronics and Communication   June 2019 - April 2023
CMR College of Engineering and Technology, India

CERTIFICATIONS

- **AZ-900: Microsoft Azure Fundamentals**   September 2025

ACCOMPLISHMENTS

- Facilitated over **20+ volunteer hours** at George Brown College, assisting students with account support.
- Volunteered as a **Data Analyst for York Region Education Services (YRES)** in January 2026.