

# ALLWYN CHETTIAR

IT SUPPORT TECHNICIAN - IT Troubleshooting, Microsoft 365 Administration, & Active Directory

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## SKILLS

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- **Operating Systems:** Windows Server 2012 2016 2019, Windows 8 10 11, macOS administration environments
- **Infrastructure:** VPN configuration, firewall management, fortified connectivity, troubleshooting network issues
- **Cloud & Tools:** Microsoft 365, Exchange, Azure lab, VMware cloud, Datto, Synology NAS, SCCM MECM
- **Database & Directory:** SQL basic, Windows Active Directory, Google Workspace, user account management
- **Troubleshooting:** PC performance, software errors, print scan, spam blocking, IMAP POP Exchange migration

## WORK EXPERIENCE

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### Technical Support Representative

January 2024 – June 2025

*Team Logic IT*

*Canada (Remote)*

- Configured 150+ PCs for employees across 5+ clients, creating Active Directory accounts and managing email via Microsoft 365 Admin and Google Workspace, ensuring seamless system access and operational readiness.
- Diagnosed & optimized slow PCs & recurring software malfunctions, implementing corrective measures that improved system responsiveness by 40% & generated uninterrupted productivity for end users across environments.
- Administered software installations and upgrades across systems, ensuring applications remained current and secure, reducing compatibility issues by 35% and maintaining compliance with organizational IT standards.
- Restored deleted user data via VMware Cloud and Datto Cloud recovery, enabling executives and staff to regain critical files, ensuring business continuity and reducing potential downtime incidents by 25% across departments.
- Resolved 10+ Autotask tickets daily, cutting downtime and sustaining productivity with 95% SLA resolution.

### IMSS Engineer

March 2021 – March 2022

*Happiest Minds Technologies*

*India (Remote)*

- Deployed enterprise software using Microsoft SCCM, reducing installation time by 80% & standardizing application rollout across departments, ensuring consistent configurations & enhanced operation across 500+ endpoints.
- Executed company-wide security patch deployment for 500 workstations, enhancing endpoint protection and elevated system efficiency by 30%, mitigating vulnerabilities & ensuring compliance with security protocols.
- Installed and configured VPN applications, enabling secure remote server connectivity for distributed teams, reducing unauthorized access risks by 40% & ensuring encrypted communication across enterprise infrastructure.
- Developed & coordinated knowledge base repository, enhancing self-service incident resolution by 25% & reducing repetitive support requests, enabling faster troubleshooting & elevated user autonomy across IT operations.
- Trained non-technical staff, lowering incident rate 35% through improved awareness and adherence to standards.

### Jr. Project Engineer

October 2018 – March 2021

*PC Solutions Pvt Ltd*

*India*

- Migrated 400 user mailboxes from IMAP/POP to Microsoft Exchange, ensuring seamless access and preserving integrity, reducing synchronization errors by 30% and enhancing email reliability across organizational systems.
- Directed Windows 10 deployment across 1K systems using SCCM, reducing installation workload by 70% and achieving standardized configurations, improving performance and ensuring compliance with enterprise policies.
- Executed manual Active Directory migration, transferring systems from legacy domain to new domain with minimal downtime, ensuring continuity & reducing transition-related disruptions by 25% across enterprise users.
- Facilitated users in troubleshooting application-related issues, applying diagnostic methods that reduced recurring incidents by 30% and ensured uninterrupted workflow, sustaining operational efficiency across departments.
- Coordinated with L2 & L3 engineers on infrastructure, resolving incidents and improving escalation efficiency.

## EDUCATION

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### Post Graduate Diploma in Cybersecurity

May 2022 – December 2023

*Sault College, Toronto, Canada*

### Bachelor of Science in Information Technology

June 2014 – April 2017

*University of Mumbai, Mumbai, India*

## CERTIFICATIONS

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- **Microsoft Certified Azure Administrator Associate (2024)**
- **CompTIA Security+ (2023)**
- **CompTIA A+ and N+ (2018)**
- **CCNA and Windows Server 2012R2 (2018)**