

Siddharthan Gowthaman

IT Analyst & IT Support Analyst

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Networking | VPN | Excel | Firewalls | DNS | Power BI | MySQL | Azure | Windows

PROFESSIONAL SUMMARY:

- Accomplished **IT System Analyst with over 3+ years** of experience in **managing, optimizing, and supporting complex IT infrastructure and business systems** across diverse environments.
- Proficient in system administration for **Windows (10/11)**, ensuring high availability, performance, and security for critical operations.
- Skilled in leveraging **Azure cloud technologies**, including **Azure Virtual Machines, ARM Templates, Blob Storage, Azure AD, Monitor, and Key Vault**, to drive seamless cloud migrations and infrastructure modernization.
- Extensive networking knowledge, encompassing **TCP/IP, DNS, VPN, Firewall management, IDS, subnetting, NAT, and network troubleshooting** to ensure reliable and secure connectivity.
- Strong background in database management and tools, including **MySQL, GitHub, Jenkins, ServiceNow, VMware, and Hyper-V**, ensuring optimal data integrity and streamlined CI/CD processes.
- Experienced in project management tools such as **Trello and ServiceNow**, coordinating tasks effectively to meet project goals within tight timelines.
- Demonstrates proficiency in **DCIM, patch management, Windows AD, and BigFix**, ensuring system reliability, compliance, and robust infrastructure security.
- Adept at designing and implementing end-to-end **IT solutions**, including **process automation, cloud integration, and service enhancements**, aligned with **business objectives and IT governance policies**.
- Recognized **for strong problem-solving skills, resolving complex technical issues**, optimizing workflows, and delivering innovative solutions that improve operational efficiency.
- A team-oriented professional with a **solid understanding of ITIL principles**, excelling in incident, change, and problem management to drive continuous service improvement.
- **Exceptional communication and collaboration skills**, enabling effective coordination with cross-functional teams, stakeholders, and end-users to deliver IT solutions that meet business objectives and ensure seamless project execution

EDUCATION & CERTIFICATION:

- Masters in cybersecurity, University of Hertfordshire UK Sep 2021 -Jan 2023
- Bachelor's degree in computer applications, Crescent Institute of Science and Technology, India Jul 2016 – Jun 2019
- Microsoft Dynamics 365 Certified

SKILL MATRIX:

- **System Administration:** Windows (Windows 10, Windows 11), Linux (Redhat OS installation)
- **Programming and Scripting:** Python, Shell Scripting, PowerShell

- **Networking:** TCP/IP, DNS, VPC, VPN, Network Security (Firewalls, IDS), Subnetting, NAT, Network Troubleshooting
- **Database & Tools:** PowerBI, MySQL, GitHub, Jenkins, Azure, Service Now, VMware, Hyper-V
- **Other:** DCIM, Patch Management, Windows AD, BigFix, Trello

WORK EXPERIENCE:

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| IT Analyst | Infotech Tech Solutions, U.K | Feb 2023 – Jan 2025 |
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- Improved Windows 10/11 server monitoring, reducing downtime and enhancing system efficiency.
 - Managed server and endpoint changes using Azure Virtual Machines and ARM Templates, ensuring smooth deployments and adherence to compliance standards.
 - Provided prompt IT support for end-users, troubleshooting issues related to system performance, hardware, and software, improving productivity and user satisfaction..
 - Set up and configured Azure Monitor for continuous system monitoring, enabling proactive issue detection and resolution.
 - Ensured secure user access through Azure AD and IAP desktop configuration, improving connectivity and maintaining high security.
 - Reduced incident resolution time by minimizing duplicate tickets and false alerts, working closely with the ServiceNow team to improve workflow efficiency.
 - Diagnosed and resolved critical networking issues using TCP/IP, DNS, VPN, and Firewall configurations, ensuring stable network connectivity.
 - Provided network printer troubleshooting and support, resolving issues to enhance overall end-user productivity.
 - Consistently met SLAs for Windows AD infrastructure uptime, providing reliable support, including off-hours service.
 - Led successful SharePoint data migration projects, improving team collaboration and significantly reducing data retrieval times.
 - Delivered engaging end-user training sessions on GitHub, ServiceNow, VMware, and Hyper-V, enhancing user adoption of new tools.
 - Actively participated as an IT Analyst, identifying system performance issues, analysing root causes, and providing timely solutions to improve overall service delivery.

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| IT Support Analyst | Madhu's Academy, India | Jun 2019 - Aug 2021 |
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- Provide first-line support by diagnosing and resolving hardware, software, and network-related issues for end-users on time.
 - Continuously monitor IT systems, applications, and networks to ensure optimal performance and proactively identify potential problems.
 - Log, prioritize, and track support tickets using IT service management tools, ensuring issues are resolved within defined SLA timelines.
 - Install, configure, and maintain IT equipment, including desktops, laptops, printers, and operating systems, while ensuring all systems are up to date with patches and security updates.
 - Maintain accurate records of IT assets, system configurations, and common issues, and generate reports for trend analysis or management review.
 - Assist in onboarding new employees by setting up their devices, accounts, and access rights, and provide training on IT systems and tools.