

Sujith Vankalapati

TECHNICAL SUPPORT ANALYST – Windows Support, Incident Management & Network Support

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SKILLS

- **System Configuration & Maintenance:** Experienced with Windows asset management, server and switch setup.
- **Network Administration:** Configured DNS, DHCP, WIFI SSID setup, and performed IP conflict diagnostics.
- **User Directory & Access Control:** Managing Azure AD, setting permissions, and executed user provisioning.
- **Service Desk Operations:** Proficient with ServiceNow ticketing, incident lifecycle tracking, escalation protocols.
- **Platform Tools & Utilities:** Operated MS suite, MAC OS, and Putty for system queries, reporting tasks.

WORK EXPERIENCE

Security Guard Supervisor

December 2023 – Present

North American Protection Services

Ontario

- Supervised SOP protocol communication across 5+ sites weekly by disseminating documented workflows, clarifying shift transitions, and reducing procedural inconsistencies by 26% using standardized checklists, audit ready documentation.
- Administered 20+ unannounced site inspections monthly by coordinating access reviews, presence verification, safety drills, enforcing real time compliance through inspection dashboards, digital protocols, and access control charts.
- Optimized resolution of 10+ daily clock-in/out issues across devices, resolving biometric sync failures, scanner lags, verifying clock protocols via manual overrides, configuration backup assessments, device monitoring, and user reports.
- Directed review of 300+ weekly guard reports for completion, timestamp compliance, and task logging, strengthening incident traceability and improving reporting consistency by 34% through audits, version control, and ID tagging.
- Monitored site-level inventory of 50+ critical security assets per location including scanners, NFC tags, post logs, signage; ensured restocking compliance using tracker sheets, asset registers, and replenishment schedules software.

SW/App/Cloud Technical Associate

September 2019 – December 2021

Accenture India Pvt LTD

India

- Directed cloud and software support for 200+ enterprise users, resolving 50+ weekly service requests by analyzing diagnostic logs, applying device scripts, and maintaining SLA benchmarks via dashboards and endpoint utilities.
- Authored 50+ technical SOP documents and internal training manuals for cloud onboarding and user training, enhancing system familiarity and audit traceability across support teams via diagrams, access charts, and indexes.
- Conducted patch audits on user machines, servers, and networking devices for policy compliance, contributing to an 18% increase in infrastructure vulnerability remediation using checklists, scan reports, registry snapshots, update logs.
- Implemented C-suite executives and MD-level users during UAT, VPN testing, remote WFH troubleshooting, ensuring 37% continuity across regional deployment phases via access protocols, registry edits, session logs, error reports.
- Engineered deployment of 100+ systems via WDS with endpoint imaging, BIOS setting verification, and software preloads, ensuring 100% compliance with imaging standards using task sequences, driver packs, and deployment logs.

Desktop Support Engineer

July 2018 – September 2019

Elegant Networks Pvt LTD

India

- Diagnosed 50+ weekly support tickets for hardware/software issues across endpoints, applying fault isolation methods and remote debugging using system logs, error codes, patch records, and SLA documentation in ServiceNow and SNMP.
- Configured and optimized Windows OS environments, endpoint applications, LAN peripherals, reducing configuration errors by 29% using registry edits, driver mapping, staging validation checklists image scripting, PXE boot diagnostics.
- Administered 150+ Active Directory user profiles monthly, modifying access rights and monitoring password policies to uphold 100% protocol compliance through log repositories, audit templates, permission scripts, and LDAP queries.
- Coordinated technical of 3 major system upgrades, mitigating downtime through advance backup, user coordination, and patch scheduling with cross-functional team alignment, version tracking, rollback plans, and deployment logs.
- Presented 10+ quarterly technical workshops to 100+ staff on productivity tools, backup protocols, and security workflows, reducing helpdesk volume by 23% using feedback forms, session analytics, audit logs, and knowledge bases.

EDUCATION

Postgraduate Diploma Certificate in Wireless Information Networking

January 2022 – April 2023

Fleming College, Ontario

Bachelor of Technology in Computer Science and Engineering

August 2014 – June 2018

KS School of Engineering and Management, India

CERTIFICATIONS

- **Azure fundamentals – Microsoft**