

VIKAS KUMAR

IT Support Engineer | Endpoint Management | Identity & Access Management

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<https://vikas-portfolio-2026.pages.dev/>

PROFESSIONAL SUMMARY

IT Support and Operations Engineer with 4+ years of enterprise IT experience supporting global users. Experienced with Microsoft Intune, JAMF Pro, Okta, Microsoft 365, Google Workspace, Slack, Windows, macOS, Linux, endpoint lifecycle management, networking, AV collaboration, and ITIL-based service delivery. Proven track record of resolving incidents within SLA, improving end-user experience, creating SOPs, coordinating with vendors, and supporting large-scale onboarding.

CORE TECHNICAL SKILLS

Endpoint Management	Microsoft Intune, JAMF Pro, Windows Autopilot, Device Provisioning, Device Compliance, Endpoint Lifecycle
Identity & Access	Okta, SSO, MFA, User Provisioning, JML, RBAC
Microsoft	Microsoft 365, Teams, Exchange Online
Google	Google Workspace, Gmail, Drive, Meet, Calendar
Collaboration	Slack, Zoom, Cisco Webex, AppSpace
Operating Systems	Windows 10/11, macOS, Linux, Android, iOS
Networking	TCP/IP, DNS, DHCP, VPN, Wi-Fi
ITSM	ServiceNow, Jira, ConnectWise
Remote Support	BeyondTrust, TeamViewer, AnyDesk
Documentation	Knowledge Base, SOPs, RCA, Process Reports

PROFESSIONAL EXPERIENCE

IT Support Engineer | Booking Holdings | Jun 2024 - Present

- Deliver L2/L3 enterprise IT support for Windows, macOS, Microsoft 365, Google Workspace, Slack, VPN, hardware, software, networking and business-critical applications.
- Manage endpoint provisioning, application deployment, compliance and lifecycle management using Microsoft Intune and JAMF Pro.
- Administer Okta IAM including user provisioning, deprovisioning, MFA, SSO troubleshooting and access management.
- Support Microsoft Teams, Zoom, Cisco Webex and enterprise AV meeting rooms while coordinating with vendors.
- Create SOPs, knowledge base articles, conduct onboarding support and maintain IT documentation.

Key Achievements

- Supported 100+ hybrid meetings with zero critical failures.
- Enabled IT onboarding for 200+ employees within SLA.
- Reduced AV-related tickets through proactive monitoring and documentation.

NOC Engineer | Diversified | May 2022 - Mar 2024

- Monitored enterprise networks, systems and applications in a 24x7 NOC environment.
- Diagnosed and resolved network, hardware and software incidents.
- Deployed software updates, created technical documentation and mentored new engineers.

Technical Support Engineer | Concentrix | Sep 2021 - Apr 2022

- Delivered L1 remote technical support.
- Performed root cause analysis and documented recurring issues.

- Managed tickets and escalated complex issues to higher tiers.

PROJECTS

IT Walk-Up Experience – Led end-to-end implementation with the ServiceNow team, improving service accessibility and reducing ticket resolution time.

EASYVC – Smart Meeting Room Access – Supported deployment of QR-based Zoom authentication, reducing meeting setup time and improving hybrid collaboration.

CERTIFICATIONS

- ITIL Foundation v4
- AVIXA – AV Technologist
- Infosys – Python Basics
- Infosys – Data Science Basics

EDUCATION

Bachelor of Engineering (Computer Science)
Technocrats Institute of Technology, Bhopal (2018)