

SUNNYKUMAR JONWAL

IT Support Specialist | L1/L2 Helpdesk | Windows & Active Directory Expert

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PROFESSIONAL SUMMARY

Results-driven IT Support Specialist with 3+ years of hands-on experience in L1/L2 Desktop Support, IT Helpdesk, Remote Support, and Windows Administration. Proven expertise in troubleshooting hardware, software, networking, VPN, and printer issues across enterprise environments. Proficient in Active Directory user management, ServiceNow ITSM, Office 365, and ITIL-based incident management. Adept at delivering SLA-compliant resolutions and supporting 500+ end users while maintaining high CSAT scores. Seeking a challenging Senior IT Support / System Administrator role targeting 7+ LPA.

CORE TECHNICAL SKILLS

Windows 10/11 Administration	Active Directory	ServiceNow ITSM	Office 365 Support
L1/L2 Helpdesk Support	Remote Desktop (RDP)	VPN Troubleshooting	ITIL Framework
DNS & DHCP (Basic)	Hyper-V Virtualization	Hardware Troubleshooting	Printer/MFD Support
Windows Server 2016/2019	Network Troubleshooting	Incident Management	Symantec Antivirus
MS Teams / Zoom Support	Jira Ticketing	Password Reset / AD Unlock	SLA Management

PROFESSIONAL EXPERIENCE

IT Support Specialist / Desktop Support Engineer

Fortune Technologies Pvt. Ltd. | Nov 2022 – June 2026 | Bhavnagar, Gujarat

- Provided L1/L2 IT helpdesk support to 500+ end users via phone, email, chat, MS Teams, and ServiceNow ticketing system, maintaining SLA compliance above 95%.
- Diagnosed and resolved hardware, software, OS (Windows 10/11), network, VPN, and printer/MFD issues, reducing repeat incidents by proactive root cause analysis.
- Managed Active Directory operations: user account creation, modification, deletion, group policy, password resets, and account unlocks for enterprise users.
- Deployed, configured, and maintained Office 365 suite including Outlook, Teams, OneDrive, and SharePoint for end-user productivity and collaboration.
- Executed OS installations (Windows 10/11), system imaging, patch management, and software deployments using standard enterprise tools.
- Administered ServiceNow ITSM for incident creation, categorization, prioritization, escalation to L3/Field Engineers, and closure as per ITIL framework.
- Configured and troubleshooted VPN clients, remote desktop (RDP), and collaboration tools (Zoom, MS Teams) for remote workforce support.
- Installed and managed Symantec Antivirus, performed malware remediation, and enforced endpoint security policies.
- Performed Windows Server 2016/2019 basic administration, DNS/DHCP management, and Hyper-V virtualization tasks.
- Monitored IT infrastructure, analysed recurring incidents, and implemented preventive measures to improve service uptime and reduce ticket volume.
- Created and maintained SOPs, knowledge base articles, and technical documentation for the helpdesk team.

IT Support Engineer (International Company)

Delta Infotech Pvt. Ltd. | Nov 2022 – June 2026 | End-user IT Support

- Delivered end-user IT support and system maintenance for banking and finance sector clients, ensuring zero-downtime operations.
- Handled desktop, domain, internet, and intranet application troubleshooting in a high-availability financial environment.
- Coordinated with vendors, client problem management teams, and infrastructure towers for escalated issue resolution.

EDUCATION

Master of Computer Applications (MCA) – Pursuing	Amity University (Online)	2025 – 2026
Bachelor of Computer Applications (BCA)	MK Bhavnagar University	2021 – 2024

CERTIFICATIONS & TOOLS

- ITIL Foundation Concepts (Incident, Change, Service Request Management)
- ServiceNow ITSM – Incident, Change, Service Catalog Management
- Microsoft Office 365 Administration – Teams, Outlook, SharePoint, OneDrive
- Remote Support Tools: RDP, MS Teams, Zoom, AnyDesk, TeamViewer
- Security Tools: Symantec Endpoint Protection, Windows Defender

KEY ACHIEVEMENTS

- Maintained 95%+ SLA compliance consistently across all assigned tickets over 3 years of service.
- Reduced recurring helpdesk incidents by implementing structured SOPs and proactive monitoring.
- Successfully supported remote workforce deployment for 100+ users during critical business continuity scenarios.
- Recognised for zero escalation on priority P1/P2 incidents handled independently.

PERSONAL DETAILS

Date of Birth: 06 September 2003	Nationality: Indian
Languages: English, Hindi, Gujarati	Marital Status: Unmarried