

GURWINDER SINGH

Senior IT Support Engineer | Service Desk & Desktop Support

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PROFESSIONAL SUMMARY

Results-driven Senior IT Support Engineer with 6+ years of progressive experience across desktop support, network engineering, and systems administration, culminating in a senior EUC role at GSK plc (London). Proven track record of 95%+ SLA compliance, supporting 8,000+ end users, and leading Intune Autopilot rollouts. Expertise spans Windows 11, Microsoft 365, Intune, Active Directory, Azure AD, VMware, and network infrastructure. ITIL v4 Foundation and CCNA certified. Eligible to work in the UK and open to Skilled Worker Visa sponsorship.

KEY ACHIEVEMENTS

- **95%+ SLA Compliance:** Sustained throughout tenure at GSK plc, consistently meeting P1/P2/P3 resolution targets under ITIL-aligned processes.
- **Device Fleet Management:** Led Intune Autopilot rollout for 300+ devices, cutting build and deployment time by 40%.
- **First-Time-Fix:** Maintained 85%+ first time-fix rate using Nextthink endpoint analytics for proactive root-cause diagnostics.
- **Knowledge Base:** Authored 30+ SOPs and knowledge articles, reducing repeat incident volumes by 25%.
- **Team Development:** Mentored Level 1 technicians, reducing ticket escalations by 20%.

PROFESSIONAL EXPERIENCE

Senior IT Support Engineer

Intuit Ltd (on-site at GSK plc) | May 2023 - Present | London, UK

Senior EUC specialist providing on-site field and deskside support across GSK's London campus in a highly regulated pharmaceutical environment with 8,000+ users.

- Deliver first- and second-line EUC support for desktops, laptops, and mobile devices, achieving 85%+ first time-fix rate.
- Designated VIP and C-suite support contact, providing white-glove service to senior stakeholders with minimal business disruption.
- Manage device lifecycle via Microsoft Intune / Endpoint Manager - Autopilot enrolment, compliance policies, and 300+ endpoint oversight.
- Administer Active Directory and Azure AD (Entra ID) - user accounts, security groups, MFA, and authentication issue resolution.
- Troubleshoot Windows 10/11 and Microsoft 365 issues; leverage PowerShell scripting to automate tasks and reduce mean time to resolution.
- Manage network troubleshooting across LAN, Wi-Fi, VPN (Global Protect/Cisco AnyConnect), DNS, and DHCP.
- Coordinate OS deployment via SCCM/MDT and Intune Autopilot for hardware refresh and new-starter onboarding.
- Support endpoint security initiatives including EDR, BitLocker encryption, patch management, and vulnerability remediation.

System Administrator

Steg Technologies | 2019 - 2020 | Chandigarh, India

Managed server infrastructure, virtualisation, and IT operations across multiple client environments.

- Administered Windows Server 2012/2016 environments including installation, configuration, patching, and performance monitoring.
- Managed Active Directory at domain level - OU structure, Group Policy design, trust relationships, and domain controller health.
- Deployed and maintained VMware/Hyper-V virtualisation infrastructure, managing VM provisioning, snapshots, and resource allocation.
- Implemented backup and disaster recovery solutions, conducting regular restore tests to ensure business continuity.
- Administered Exchange Server and Microsoft 365, managing mailboxes, distribution groups, and email flow.

Network Engineer

Steg Technologies | 2018 - 2019 | Chandigarh, India

Responsible for network infrastructure design, implementation, and support across multiple client sites.

- Designed, configured, and maintained LAN/WAN infrastructure including routers, switches, and firewalls.

- Managed DNS, DHCP, and TCP/IP across multi-site environments with full IP address management documentation.
- Configured VPN solutions and Wi-Fi infrastructure including SSID management and wireless security policies.
- Collaborated with ISPs to resolve circuit faults and manage escalations within agreed SLAs.

Desktop Support Engineer

Steg Technologies | June 2017 - July 2018 | Chandigarh, India

First- and second-line IT support for 500+ end users across finance, manufacturing, and professional services clients.

- Resolved hardware and software issues across desktops, laptops, and peripherals with a consistent 80%+ first time-fix rate.
- Installed and configured Windows 7/8/10, Microsoft Office 365, and managed end-to-end device lifecycle using SCCM and MDT.
- Administered Active Directory user accounts, group policies, and access control across multiple client domains.
- Logged and tracked incidents in Remedy/ServiceNow, maintaining SLA compliance and producing technical knowledge base articles.

EDUCATION

MBA | Leeds Beckett University, Leeds, UK | 2021 - 2022

MSc Computer Science | Guru Nanak Dev University, Amritsar, India | 2015 - 2017

BCA (Bachelor of Computer Applications) | Guru Nanak Dev University, Amritsar, India | 2012 - 2015

CERTIFICATIONS

ITIL v4 Foundation - IT Service Management | Cisco Certified Network Associate (CCNA)

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server 2012/2016/2019, macOS

Microsoft 365 and Cloud: Microsoft 365, Azure AD / Entra ID, Exchange Online / Exchange Server, Intune / Endpoint Manager

Endpoint Management: SCCM / MECM, Intune Autopilot, MDT, OSD, Application Packaging, Patch Management

Virtualisation: VMware vSphere, Hyper-V - VM Provisioning, Snapshots, Resource Allocation

Server Administration: Windows Server, Active Directory (Domain Admin, GPO, OU), Exchange Server, Backup and DR

Networking: LAN/WAN, Wi-Fi, TCP/IP, DNS, DHCP, VPN, Firewall Management, Routing and Switching

Security and Compliance: BitLocker, Antivirus/EDR (Symantec SEP), Patch Management, Vulnerability Assessment

Scripting and Automation: PowerShell, basic Python and Bash

ITSM and Ticketing: ServiceNow, Remedy, Jira - Incident / Problem / Change Management

Endpoint Analytics: Nexthink - health monitoring, proactive troubleshooting, root-cause analytics

Eligible to work in the UK | Open to Skilled Worker Visa Sponsorship | Available for immediate interview