

Suneel Muppalla

IT Shift Lead – Systems Administrator

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Profile

IT Shift Lead with 6.5+ years of experience leading 24x7 IT Systems Administration operations, driving SLA/KPI performance, and delivering ITIL-aligned support. Hands-on expertise in Microsoft 365 administration and Azure AD.

Employment History

10/2022 – Present
Chennai

WPP IT

IT Shift Lead – Systems Administrator

- Led and mentored a 24x7 support team, ensuring SLA/KPI compliance, balanced workloads, and consistent service quality across all shifts.
- Monitored and managed key KPIs (First Response Time, Resolution Time, SLA adherence, backlog, ticket quality, FCR, CSAT) to drive continuous performance improvement.
- Conducted regular 1:1s, performance reviews, and KT sessions, using KPI insights to identify skill gaps, improve analyst productivity, and strengthen accountability.
- Facilitated Change Advisory Board (CAB) discussions, ensuring effective risk assessment, impact analysis, and change success rate tracking for production deployments.
- Created a ServiceNow performance dashboards to provide realtime visibility into key service desk analytics and operational metrics.
- Performed bulk Active Directory operations, including mass updates to user profile data, using PowerShell scripts.
- Administered Microsoft 365 services including Exchange Online, SharePoint, Teams, and OneDrive. Manage user accounts, licenses, and permissions.
- Responsible for conducting O365 compliance and license audits in Azure.
- Created automated workflows using Power Automate to streamline processes and improve operational efficiency.
- Managed and maintained virtual machines (VMs), including provisioning, configuration, monitoring, and troubleshooting to ensure system availability and performance.
- Performing MAC and Intune machines build via remote support.
- Managing portals like JamF pro, Monotype Font, Figma, Miro, Mediashuttle, Adobe, Smartsheet & Canva applications.
- Drove continuous process improvements to enhance ticket quality, response times, SLA performance, and team collaboration.

12/2021 – 09/2022
Hyderabad

Astreya Consultancy India Pvt, Ltd.

Service Desk Specialist

- Provided 24/7 enterprise support across APAC, EMEA, and AMER as a single point of contact, ensuring end-to-end customer experience and SLA-compliant remote troubleshooting.
- Providing server access in Active Directory according to the request that has been raised.
- Provided Level 1 and 2 support for Office 365 apps (Outlook, Word, Excel, SharePoint, Teams) and handled password resets and account unlocks for users.
- Guide users with simple, step-by-step instructions for resolving issues with MFA, OKTA Account Create/Activate/Resetting

