

SAGAR TRIPATHI

Senior Support Engineer — Tier 2 / Tier 3 | Remote Support Roles (Global)

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PROFESSIONAL SUMMARY

Senior Support Engineer (Tier 2/3) with 7+ years resolving escalated identity, endpoint, hardware, and cloud issues for enterprise users, fully remote, for organizations in the US (Takeo LLC; Microsoft), plus on-site support at Western Mega College, Nepal (affiliated with Lincoln University College, Malaysia). Led a 10-person support team, de-escalates frustrated customers on live calls, and owns tickets end to end across Zendesk, Jira, Freshdesk, Zoho Desk, Intercom, and Salesforce. Delivered 98% top-box CSAT, 50% faster resolution on recurring tickets through automation, and a 50% to 95% lift in endpoint compliance. Hands-on with Microsoft 365, Entra ID, Okta, JumpCloud, Intune, Google Workspace, Windows/macOS/Linux, cloud telephony (RingCentral, Dialpad, Zoom, Teams, Google Voice), API/log debugging, and AI support automation (n8n, LLM agents, ElevenLabs). Seeking fully remote Senior Support Engineer roles worldwide.

CORE TECHNICAL SKILLS

Support Tiers & Escalation: Tier 2/3 Escalation Handling, Root-Cause Troubleshooting, Customer De-escalation (Phone/Video), Team Leadership (10-person team), Incident Response, SLA Management, On-Call Support

Ticketing & ITSM: Zendesk, Jira/JSM, Freshdesk, Zoho Desk, Intercom, Salesforce Service Cloud, ServiceNow, Confluence, Notion, ITIL Processes, Knowledge Base Documentation, Bug Reporting & Engineering Escalation, CSAT Management

Identity & Access Support: Azure AD / Entra ID, Okta (SSO), JumpCloud (IAM/MDM), Active Directory & GPO, SAML/SCIM, MFA, Conditional Access

Endpoint & Device Support: Microsoft Intune, Jamf Pro, MDM/MAM, Endpoint Imaging & Deployment, Windows, macOS, Linux, Hardware Troubleshooting (PCs, Laptops, Printers, Peripherals)

Remote Access & Virtual Desktops: RDP, Azure Virtual Desktop (AVD), Amazon WorkSpaces, Bomgar, Google Workspace

Voice & Meeting Platforms: RingCentral, Dialpad, Zoom (Phone & Meetings), Microsoft Teams Phone, Google Voice: number provisioning, call routing/IVR, call-quality troubleshooting

E-commerce & POS: Shopify Store Build & Setup, Hotel/Restaurant POS Installation, Configuration & Staff Training

Cloud & Collaboration Platforms: Microsoft 365 Admin Center, Teams, SharePoint, Exchange Online, Azure, Azure Security, AWS (Elastic Beanstalk), Google Workspace, Slack Administration

Security & Compliance: SOC2 Compliance, SIEM (Microsoft Sentinel), Microsoft Defender for Endpoint, DLP, Audit Logging, Identity Protection, Mail Flow & Firewall Policy Configuration

Networking: LAN/WAN, TCP/IP, DNS, DHCP, VPN, Firewall Troubleshooting, Network Security, Domain & DNS Hosting Management

Automation for Support Efficiency: PowerShell, Python, Bash, Microsoft Graph API, n8n, Git/GitHub, Docker, Onboarding/Offboarding Automation, Ticket Deflection Scripting, Workflow Automation

APIs, Debugging & Observability: REST APIs, Webhooks, JSON, Postman, SQL (MySQL/PostgreSQL), KQL / Log Analytics, Log Analysis, Browser DevTools & HAR Files, Datadog, Grafana

AI & Support Automation: n8n AI Agents, LLM APIs (OpenAI, Claude), ElevenLabs Voice Agents, Prompt Engineering, AI-Assisted Troubleshooting & KB Drafting (ChatGPT, Claude, Microsoft Copilot), Custom CRM Development

Marketing Data Dashboards: TapClicks, Raven Tools, Grow, Zoho Analytics, GA4; data from Google Ads/YouTube, DV360, Meta, TikTok, Snapchat, Pinterest, X, LinkedIn, Reddit, AdMob, WeChat, Baidu

PROFESSIONAL EXPERIENCE

Senior Support Engineer | Takeo LLC

May 2022 – Present • New York, NY (Remote)

- Led full administration of Microsoft 365 and Azure AD/Entra ID, improving identity governance, enforcing MFA, and optimizing license usage to reduce costs.
- Managed JumpCloud IAM/MDM for user lifecycle automation, reducing onboarding time from hours to minutes by automating provisioning, access groups, and device policies.
- Increased endpoint compliance from 50% to 95% through Intune and JumpCloud MDM rollouts, standardized security baselines, and real-time monitoring across Windows and macOS endpoints.

- Led and mentored a team of 10 support engineers: assigned and prioritized ticket queues, ran shift and on-call schedules, coached on troubleshooting and customer communication, and reviewed SLA and CSAT performance weekly.
- Provided hands-on hardware and system support for Windows, macOS, and Linux PCs and laptops, printers, and peripherals, covering diagnostics, repairs, replacements, and imaging for remote staff.
- Administered cloud phone and meeting platforms (RingCentral, Dialpad, Zoom, Microsoft Teams Phone, Google Voice), handling number provisioning, call routing/IVR, licensing, and call-quality issues.
- Set up and supported remote desktop access for distributed staff via RDP and Amazon WorkSpaces, alongside Google Workspace account, group, and device administration.
- Administered Okta SSO platform, configuring SAML and SCIM integrations for SaaS application access, automating user provisioning and deprovisioning organization-wide.
- Strengthened SOC2 readiness by implementing audit logging, privileged access controls, and internal security framework documentation.
- Overhauled helpdesk operations across Zendesk, Jira Service Management, Freshdesk, Zoho Desk, Intercom, and Salesforce Service Cloud: redesigned routing, macros, and SLAs, reduced average resolution time, and built a structured knowledge base.
- Troubleshoot SaaS integration and access issues at the API level using Postman, REST APIs, webhooks, JSON payloads, and browser DevTools/HAR captures; used SQL queries and logs to isolate root cause.
- Escalated product and integration bugs to engineering via Jira with clear reproduction steps, logs, and business impact, then documented fixes in Confluence for future self-service.
- Automated repetitive IT tasks with PowerShell and Python via Microsoft Graph API, lowering IT workload and reducing manual errors.
- Used AI tools (ChatGPT, Claude, Microsoft Copilot) to speed up troubleshooting, draft knowledge base articles, and summarize long ticket threads, cutting time spent on documentation.

Tools: Microsoft 365, Azure AD/Entra ID, JumpCloud, Intune, Okta, Google Workspace, Amazon WorkSpaces, RingCentral, Dialpad, Zoom, Google Voice, Zendesk, Jira, Freshdesk, Zoho Desk, Intercom, Salesforce, Postman, SQL, PowerShell, Python, Graph API, ChatGPT/Claude

Senior Infrastructure & Support Engineer (Part-Time) | letsoptimize.ai

Jun 2025 – May 2026 • Dallas, TX (Remote)

- Architected and deployed a comprehensive Microsoft 365 tenant from the ground up, implementing enterprise-grade security controls, custom domains, and secure Outlook firewall/mail flow policies.
- Centralized identity and access management (IAM) by deploying Okta alongside Azure Security, implementing SSO, MFA, and secure user lifecycle management.
- Designed and implemented cloud infrastructure on AWS, leveraging Elastic Beanstalk for scalable application hosting, environment provisioning, and automated deployments.
- Established a modern remote device management infrastructure, configuring UEM/MDM tools to enforce security compliance, push software packages, and enable zero-touch provisioning.
- Spearheaded AI-driven automation by deploying and maintaining self-hosted n8n instances (Docker), building AI agents and LLM-powered workflows that connect core business apps through REST APIs and webhooks.
- Built and deployed ElevenLabs AI voice agents for inbound customer calls and lead qualification, integrating them with n8n workflows and the CRM so call outcomes were logged automatically.
- Designed and built a custom CRM from scratch to manage leads, client accounts, and support requests, including pipelines, user roles, and API integrations with email, calendar, and automation tools.
- Built and launched Shopify storefronts for clients, covering theme setup, product catalogs, payment and shipping configuration, custom domains, and app integrations.
- Served as sole technical lead for the company's end-to-end IT infrastructure, managing domain procurement, DNS hosting configuration, and full systems administration.

Tools: Microsoft 365, Exchange Online, Okta, Azure Security, AWS Elastic Beanstalk, UEM/MDM, n8n, ElevenLabs, LLM APIs (OpenAI, Claude), Custom CRM, Shopify, Git/GitHub, Docker, REST APIs, Webhooks, Postman, DNS Hosting

Microsoft 365 Support Engineer (Contract) | Microsoft

Sep 2023 – Feb 2025 • Redmond, WA (Remote)

- Delivered Tier 3 support to enterprise customers across Teams, SharePoint, Exchange Online, and the Microsoft 365 security ecosystem.
- Conducted identity security assessments for enterprise customers, strengthening Conditional Access, DLP rules, MFA adoption, and Identity Protection alerts using Entra ID.

- Investigated SIEM alerts in Microsoft Sentinel, writing KQL queries across sign-in, audit, and Log Analytics data, and produced actionable reports that improved customers' security posture.
- Built PowerShell automation scripts that reduced resolution time for recurring identity-management tickets by 50%.
- Provided remote desktop support, assisting enterprise users with Azure Virtual Desktop (AVD) connectivity, application access, and endpoint troubleshooting.
- Drove adoption of advanced Microsoft 365 features (Conditional Access, Teams compliance tools, Defender automation), lifting feature utilization 20% across supported accounts.
- Documented complex issue resolutions and contributed to internal knowledge base articles, reducing repeat escalations and improving Tier 1 self-service resolution.
- Maintained a 98% top-box CSAT score on complex enterprise cases, calmly de-escalating frustrated customers on phone and Teams calls, setting clear expectations, and explaining advanced M365 security concepts in plain language.

Tools: Microsoft 365 (Teams, SharePoint, Exchange Online), Entra ID, Conditional Access, DLP, Microsoft Sentinel, Defender for Endpoint, Intune, Jamf Pro, Azure Virtual Desktop, KQL / Log Analytics, PowerShell

IT Support Engineer & Reporting Dashboard Manager | Western Mega College

Jan 2021 – Jul 2022 • Kathmandu, Nepal • Affiliated with Lincoln University College, Malaysia

- Delivered reliable IT support for 200+ staff, ensuring smooth operation of academic systems, ERP modules, and college-wide communication tools.
- Managed Microsoft 365 and Active Directory/GPO administration — user accounts, permissions, Teams setup, security groups, and device-level security policies.
- Maintained the campus LAN, switches, and access points, and supported desktops, printers, projectors, and AV equipment; troubleshoot DNS, DHCP, and Wi-Fi issues.
- Built and managed centralized reporting dashboards in TapClicks, Raven Tools, Grow, and Zoho Analytics, pulling performance data from 12+ ad platforms (Google Ads/YouTube, DV360, Meta, TikTok, Snapchat, Pinterest, X, LinkedIn, Reddit, AdMob, WeChat, Baidu) into one view for Lincoln University College's worldwide student-recruitment marketing.
- Connected GA4 and each platform's API and data connectors to the dashboards, keeping data refreshes, metrics, and UTM-based reporting accurate and consistent across sources.
- Handled dashboard and reporting support tickets: broken data connectors, expired API tokens and access permissions, missing or mismatched data, and new report requests, escalating to platform support when needed and resolving within SLA.

Tools: Microsoft 365, Active Directory/GPO, Teams, ERP, GA4, TapClicks, Raven Tools, Grow, Zoho Analytics, Google Ads, DV360, Meta Ads

IT Technician (Tier 2 Support) | Adrishya IT Pvt Ltd

Jan 2018 – Dec 2020 • Guwahati, Assam, India

- Provided Tier 2 desktop and endpoint support for Windows and Linux workstations, troubleshooting hardware, software, and application issues for staff and engineering teams.
- Performed network troubleshooting including TCP/IP, DNS, DHCP, and basic firewall configuration to resolve connectivity escalations.
- Installed and configured POS systems for hotel and restaurant clients, including terminals, receipt and KOT printers, network setup, menu and inventory configuration, and staff training.
- Managed virtualization tasks using VMware — VM provisioning, snapshots, and maintenance for staging environments.
- Monitored internal Linux and Windows servers, reviewing system logs and running MySQL queries to troubleshoot performance issues and ensure high availability.
- Automated repetitive support tasks with scripts and maintained backup routines and documentation, reducing manual workload and repeat escalations.

Tools: Windows, Linux, VMware, TCP/IP, DNS, DHCP, Firewall Configuration, POS Systems, Freshdesk, Bash, PowerShell, MySQL

EDUCATION

MBA – IT, Product Design & IT Management | TU University, Kathmandu | 2021 – 2023

Bachelor's – Software Development & System Administration | Gauhati University, Assam, India | 2017 – 2020

ACHIEVEMENTS

Excellence Award — Takeo LLC • 5-Star Customer Satisfaction Recognition