SANJAY KRISHNAN

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EDUCATION

University of Ulster (UU), Londonderry , Northern Ireland
Master of Science in Data Science   Graduation: July 2022
Relevant Coursework: Big data, Machine Learning, Data Validation and Visualisation, Data Science Foundation, Business Intelligence & Statistical Modelling.

Anna University (AU), Chennai, India
Bachelor of Engineering in Computer Science   Aug 2012 - May 2016
Relevant Coursework: Project Management- Software Development Lifecycle (SDLC), Management Information Systems, Software Architecture.

SKILLS

- **Programming Languages:** SQL, Python, PHP, Bash, HTML, CSS, PowerShell(basic)
- **Software & Tools:** ServiceNow, Jira, Docker, gcloud CLI, gsutil, Google Workspace (Admin), MS Project, MS Office, Google Cloud Platform (GCP) – Cloud IAM, Cloud Run, Cloud Storage, Azure AD, Intune, SCCM, Windows 10/11, Linux, macOS, ChromeOS

CERTIFICATIONS

Google IT Support Professional Certificate, Google   May 2025
Google Workspace Admin Fundamentals, Google   May 2025
Google Cloud Digital Leader, Google   May 2025
Foundations of Project Management, Google   June 2025

EXPERIENCE

IT Support Engineer – Shared Technology Services, London   Nov 2022 - Present

- Coordinated digital transformation initiatives for the council, supporting the successful cloud migration of **3,000+** users and the deployment of **4,000** Windows 11 laptops as part of a four-council technology program.
- Managed secure identity and device management using Intune and Azure AD, enforcing compliance and security policies across three platforms (Windows, iOS, and Android) to protect the council's data and user endpoints.
- Resolved high-priority access escalations for the council's services, reducing average incident resolution time by an estimated **20%** while maintaining high availability through after-hours support.
- Authored and maintained internal SOPs for multi-council services, decreasing onboarding time for technicians supporting the council by an estimated **30%**.
- Mentored junior technicians on shared service protocols, improving their ticket resolution efficiency for council-related issues by an estimated **15%**.
- Managed **50–70** support tickets weekly using the Hornbill platform, consistently meeting SLA targets and resolving **90%** of incidents within the first response window.

Freelancer PHP Developer – Microcosm Integrated Solutions, Bangalore, India   Feb 2018 - July 2020

- Provided L2 technical support to **500 users**, resolving access and connectivity issues and achieving a **15%** improvement in average ticket resolution time.
- Developed internal documentation for incident resolution that was adopted by the support team and led to a **25%** reduction in escalations for common issues.
- Acted as the primary contact for de-escalating user concerns, successfully managing sensitive communications and maintaining an estimated **95%** positive user satisfaction rate.

PROJECTS

GCP Application Migration & IAM Enforcement   May 2024

- Simulated a cloud-native app migration by deploying a Python Flask app using Docker and Cloud Run.
- Designed IAM roles and service accounts with least privilege to secure access to Cloud Storage buckets.
- Used gsutil and gcloud scripts to automate bucket creation, role binding, and storage object access.

Google Workspace Admin Configuration   May 2024

- Configured users, groups, and OUs; enforced 2FA and device policies.
- Applied sharing restrictions and admin controls to support secure collaboration.

Data Analyst and Scientist Academic Project   April 2022

- Analyzed **1,500+** stock records using Python and Google Colab to forecast stock prices using LSTM-based time-series modeling.
- Cleaned and normalized financial data using **MinMaxScaler** and performed exploratory data analysis to detect trends and seasonal effects.
- Visualized predicted vs. actual stock prices using Matplotlib, enabling stakeholders to interpret market trends clearly.
- Demonstrated strong data wrangling, SQL querying, and Python scripting skills for real-time analysis.