

NAMRATA YADAV BOLLABOINA

+1 805-978-2780 | namratbollaboina@gmail.com | linkedin.com/in/namratayadavbollaboina | Open to Relocate

PROFESSIONAL SUMMARY

IT Support Professional with 5+ years of experience delivering second-tier desktop and end-user support in Windows 10/11 and Microsoft 365 environments, including Microsoft Teams-based collaboration. Experienced supporting Windows, macOS, iOS, and Android devices, with hands-on exposure to Windows Server maintenance, security patch management, and network infrastructure setup, including assisting a network administrator with a full network buildout for a new campus building. Skilled in LAN/WAN, DNS, and DHCP troubleshooting, incident management, workstation imaging, software deployment, user account administration, and hardware troubleshooting. Proven ability to communicate clearly and patiently with users at every technical skill level, from frontline staff to senior leadership, while maintaining thorough IT documentation, SOPs, and knowledge base articles. Highly organized with strong attention to detail; open to occasional travel to support multi-site operations. Holds a Master's degree in Information Technology (Cybersecurity & Data Analytics).

TECHNICAL SKILLS

- **Microsoft Technologies:** Windows 10/11, Microsoft 365, Microsoft Teams, Outlook, Active Directory fundamentals, Azure AD/Entra ID fundamentals
- **Systems Administration:** Windows Server fundamentals, User Account Management, Group Policy concepts, PowerShell, Endpoint Configuration, Software Deployment, Asset Management
- **Networking:** TCP/IP, DNS, DHCP, LAN/WAN troubleshooting, Wireless Networking, VPN Troubleshooting
- **IT Support & Operations:** Tier 1/Tier 2 & Second-Tier Support, Incident Management, Problem Resolution, Ticketing Systems, ITIL Practices, SLA Management, Remote Support, Hardware Troubleshooting
- **Documentation:** Knowledge Base Articles, SOPs, Technical Documentation, Troubleshooting Guides, Process Documentation
- **Operating Systems:** macOS, iOS, Android, Ubuntu Linux, Red Hat Enterprise Linux (RHEL)
- **Security:** Cybersecurity Fundamentals, Access Control, Data Protection, Security Best Practices, Risk Management
- **Programming/Scripting:** SQL, JavaScript, PowerShell, Python (Basic)

PROJECT EXPERIENCE

CLIENT / ORGANIZATION: Law Offices of Leslie G. Donalds & Associates, Los Angeles, CA

Data Analyst – Legal Operations | October 2025 – Present

- Collect, clean, and analyze case management and client data to identify trends and improve workflow efficiency across the firm.
- Monitor and analyze network system usage to optimize technology performance and identify areas for improvement.
- Implement cybersecurity best practices for sensitive client data, including access control and data protection protocols in compliance with firm policies.
- Use SQL for querying JSON database for user outreach and validation of data transfer.
- Verify quality of data using formulas in Excel to provide gap analysis. Utilized If/Then and V - lookup formulas. Used pivot tables for reporting.
- Collaborate with attorneys and administrative staff to streamline document management and digital filing systems.

CLIENT / ORGANIZATION: California Lutheran University, Thousand Oaks, CA

IT Intern | February 2025 – May 2025

- Provided second-tier technical support for faculty, staff, and students in a Windows 10/11 and Microsoft 365 environment, using Microsoft Teams for collaboration and remote assistance.
- Resolved 25+ weekly support requests spanning workstation issues, software installation, authentication failures, wireless connectivity, printing, and Microsoft 365 applications.
- Performed workstation imaging, OS configuration, software deployment, and hardware setup for 40+ computers.
- Troubleshot LAN/WAN, DNS, DHCP, wireless connectivity, file sharing, and authentication issues, applying working knowledge of Active Directory and Windows Server fundamentals.
- Assisted the network administrator with Windows Server maintenance and applying security patches, gaining hands-on exposure to server upkeep and patch management processes.
- Supported the network buildout for a new campus building, working alongside the network administrator on infrastructure setup and connectivity testing.
- Supported user account administration including access requests, password resets, and permissions troubleshooting.
- Created and maintained technical documentation, knowledge base articles, SOPs, and troubleshooting guides for ongoing team and end-user use.
- Managed incidents through ticketing systems following ITSM processes, escalation procedures, and SLA requirements.

CLIENT / ORGANIZATION: California Lutheran University, Thousand Oaks, CA

Student Tech Supervisor | May 2024 – January 2025

- Supervised a team of 6+ student technicians supporting campus technology operations and end-user support, serving as an escalation point for complex issues.
- Managed resolution of 150+ monthly support tickets while maintaining service quality and response-time expectations.
- Trained technicians on troubleshooting methodologies, ticket documentation, customer service, and clear communication with users of varying technical ability.

- Developed knowledge base documentation and troubleshooting guides to improve first-contact resolution and standardize procedures.
- Coordinated escalated incidents with senior IT administrators involving hardware, software, and network issues.
- Provided user support for classroom technology, AV systems, printers, and enterprise applications.

CLIENT / ORGANIZATION: California Lutheran University, Thousand Oaks, CA

Student Technician | May 2023 – April 2025

- Delivered frontline technical support for 300+ faculty, staff, and students across Windows, macOS, and mobile platforms.
- Installed, configured, and maintained computers, printers, classroom technology, Microsoft Outlook, Teams, Zoom, and operating systems.
- Diagnosed and resolved hardware failures, software errors, connectivity issues, and account access problems.
- Performed device setup, software installation, workstation upgrades, and technology refresh activities.
- Maintained hardware inventory records and assisted with asset management processes, supporting attention to detail and documentation accuracy.

CLIENT / ORGANIZATION: Deloitte Consulting Pvt Ltd

Analyst, ServiceNow Developer | January 2021 – January 2023

- Provided technical support and platform administration on ServiceNow for 20,000+ internal users in a large corporate environment, including troubleshooting and issue escalation.
- Owned ticket and case management workflows end-to-end, from intake through resolution and documentation, using established escalation procedures for complex cases.
- Built integrations between ServiceNow and third-party tools, and configured user-facing behavior using client-side/server-side scripting and UI Policies.
- Supported planned system changes and upgrades, coordinating with stakeholders to minimize disruption during rollouts.

LEADERSHIP & ACTIVITIES

International Peer Mentor August 2023 – May 2025

Center for Global Engagement, California Lutheran University, Thousand Oaks, CA

Mentored 30+ international students across multiple intake cycles, providing academic and cultural support, and demonstrating strong interpersonal communication with a diverse population.

EDUCATION

M.S. in Information Technology — Cybersecurity & Data Analytics (Dual Concentration) May 2025 Cumulative GPA: 3.71/4.0 | Coursework: Cybersecurity Risk Management, Cloud Security, Distributed Systems, IT Strategy, Operating Systems, Computer Networks, Network Security

B.Sc. (Honors) in Software Engineering 2017 – 2020

CGPA: 8.64/10 | Coursework: Computer Networks, Network Security, Data Structures, DBMS, Operating Systems