Jithan Tennakoon

San Francisco Bay area

Summary

IT Support Analyst with over 6 years of experience supporting diverse enterprise environments. Expertise in managing onboarding/off-boarding, troubleshooting across macOS, Windows, mobile devices, and AV systems, and streamlining IT operations. Proven ability to enhance end user experience by creating effective support workflows, technical documentation, and establishing strong stakeholder relationships.

Tools & Technologies

- **Operating Systems**: macOS, Windows, Linux
- **Mobile And Device Management**: Kandji MDM, Admin By Request, Jamf
- **IT Support And Troubleshooting**: IT Support Experience, Troubleshooting Skills, Customer Service
- **Administration And Ticketing**: Okta Administration, Jira Administration, Ticketing Systems Management
- **Applications**: Google Workspace

Professional Experience

Mach49 — **Aug 2022 - Present**
IT Administrator Consultant — *San Mateo, CA*

- Delivered high-quality technical support via Freshservice for 500+ hybrid users
- Deployed and managed Kandji MDM across the organization
- Managed full lifecycle onboarding and offboarding processes using Google Workspace and Zoom
- Created internal tools, runbooks, and onboarding documentation to streamline IT operations
- Supported AV, Zoom, and Meet setups to enhance remote session experiences

Portfolio T — **Aug 2022 - Dec 2024**
IT Administrator — *Redwood City, CA*

- Administered Microsoft 365 and Google Workspace accounts to streamline IT operations
- Resolved technical issues across macOS, Windows, and printers through effective troubleshooting
- Developed standard operating procedures and technical documentation to enhance support workflows

Alcatraz Al — **Feb 2019 - Aug 2022**
IT Support & Hardware Operations — *Redwood City, CA*

- Delivered comprehensive IT support for Mac and Windows environments, ensuring high end-user satisfaction
- Set up AV systems for conferences and internal demos
- Tracked and managed IT assets while assisting with security practices
- Supported both on-site and remote teams, adapting to dynamic R&D needs
- Collaborated with engineers to troubleshoot prototype devices
- Optimized device return and imaging workflows to streamline re-deployments

Singularity University — **2015 - Jun 2019**
Logistics & AV Support Coordinator — *Mountain View, CA*

- Facilitated technical AV setups and conference logistics for events hosting 100+ attendees
- Managed event equipment and coordinated vendor support
- Assisted VIP guests and executives during live and hybrid programs
- Led post-event reviews to identify process improvements and reduce setup times

Certifications

- **Google IT Support Certificate:** 2022
- **Jamf 100 Certificate:** 2022
- **Google Cybersecurity Certificate - Coursera:** Expected 2025