

# Cover Letter Jegathees Nagulan

Throughout my career, I have consistently demonstrated a passion for leveraging technology to drive operational excellence and customer satisfaction. As a Senior Technical Support Executive, I have honed my skills in troubleshooting complex technical issues, implementing efficient support processes, and fostering a customer-centric support culture.

Key highlights of my professional journey include:

**Technical Leadership:** Successfully led a high-performing technical support team, ensuring timely issue resolution and consistently exceeding service level agreements.

**Process Optimization:** Implemented streamlined support processes that resulted in a 20% improvement in response time and a 15% reduction in incident resolution times.

**Customer Satisfaction:** Maintained a customer satisfaction rating of over 90% through effective communication, proactive issue resolution, and continuous improvement initiatives.

**Team Development:** Mentored and developed team members, fostering a collaborative and growth-oriented environment that contributed to reduced turnover and increased team morale.

**Technology Integration:** Spearheaded the integration of advanced technologies, such as Microsoft Azure, Windows Azure, Active Directory to enhance the efficiency and effectiveness of technical support operations.

I look forward to the opportunity to discuss in greater detail how my skills and experiences align with the needs of your Organization. Thank you for considering my application. I am enthusiastic about the possibility of contributing to the continued success of your team.



# Jegathees Nagulan

SENIOR TECHNICAL EXECUTIVE

## Profile

"Passionate Senior Technical Executive and seasoned manager with a proven track record of driving innovation and leading high-performing teams. With a unique blend of technical expertise and strategic vision. Recognized for ability to inspire and mentor teams, I bring a commitment to excellence and a forward-thinking mindset.

## Employment History

### Senior Technical Support Exec, Coca-Cola Bottlers (M) Sdn Bhd, Bandar Enstek

APRIL 2019 — JAN 2024

- Dedicated steward of Azure environments, orchestrating seamless integration and optimization. Proactively steering cloud strategies with precision and ensure robust security, scalability, and efficiency.
- Strategic overseer of a dynamic team of 11 staff members, spanning both onsite and offshore locations. With six dedicated team members from Malaysia and Singapore onsite, complemented by a versatile offshore team comprising Wintel Admin, Network Admin, DB Admin, and a seasoned Project Manager.
- Managed all documentation and drafted weekly project communication reports.
- Designing and implementing robust backup configurations by leveraging Veritas solutions.
- overseen and optimized operations across data centre in Two differnet location locally in MY. Expertise spans the strategic orchestration of resources, ensuring seamless continuity, scalability, and security. From infrastructure design to performance monitoring and disaster recovery planning.
- Ensure continuous availability of servers and network infrastructure. Focusing on uptime maximization aligns with business objectives, providing a resilient foundation for seamless operations.
- As the key point of contact for IT asset inventory and store management, I meticulously oversee the organization's technological resources. From procurement to deployment and ongoing maintenance, I ensure a well-documented and efficiently managed IT inventory
- Ensuring Quarterly Reviews for Shared Folders review is updated.
- Monitor data-center health using preexisting management tools and respond to hardware issues as they arise
- overseeing Monthly Server Maintenance, I orchestrate a comprehensive regimen to fortify server integrity and performance. This includes meticulous Patch Updates, ensuring systems are fortified with the latest security enhancements. Additionally, I execute critical tasks such as server log backup, RAID checks, and storage verification, guaranteeing optimal functionality and data reliability.

### Technical Support Exec, Coca-Cola Bottlers (M) Sdn Bhd, Bandar Enstek

MAY 2016 — APRIL 2019

- Incharge of Server and network Uptime.
- Day-to-day operations support for Desktop, Printers, Application, Network, Telephony & Data Center services
- Provide support for End-User Computing in Enstek Headquarters, Sales Regional Offices in major states, Production & Warehouse offices in Enstek, Shah Alam & Penang, 40+ Distributor offices nationwide

## Details

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0147338461  
[jegatheesnagulan@gmail.com](mailto:jegatheesnagulan@gmail.com)

NATIONALITY

Malaysian

DRIVING LICENSE

B2,D

DATE / PLACE OF BIRTH

04/06/1993

Seremban

## Links

[LinkedIn](#)

## Skills

### Leadership Skills

Effective leadership and management

### Leadership

### Problem Solving

### Teamwork

### Time Management

### Windows MS Server 2008-2019

### Active Directory

### Intune

### Microsoft Azure

### Fortigate Firewall

### Cisco Meraki

### Fast Learner

### Communication Skills

### Computer Skills

### Microsoft Office

### Airwatch MDM

### Ability to Work Under Pressure

### Ability to Work in a Team

### Teamwork and interpersonal skills

- Technical support for Infrastructure related issues to critical application users i.e. Bmobile Sales Automation, BonPC distributor systems, & CokeOne SAP ERP system,
- Support printer / copiers in all offices including heavy duty copiers, office printers, scanners and Warehouse dot-matrix / line printers i.e. Epson & Printronix
- Support user requests like AD/Exchange password resets, user creation, remote PC troubleshooting via tools i.e. Bomgar/TeamViewer/Teams
- Sales & Office users Tablet / Handheld / Corporate Mobile support i.e. Samsung tablet, iPad, iPhone, Blackberry, etc
- Network cabling, switch / wireless AP installation, port troubleshooting support
- Support data center services i.e. rack mounting, cabling, UPS/Power & AC monitoring, backup tape handling. Stand-by support during outside office hours / weekends when Data Center related issue raised and requiring to work with remote with vendor
- Support IT asset inventory/store management and parts replacement when required. Assist during IT audits for on-the-ground support
- Monthly server maintenance, Patch Updates for Server which includes server log backup, Raid Checks and storage verification.
- PR raises for new items,
- Handling staffs reporting and assigning jobs for Helpdesk.

## Technical Support Helpdesk, Kelly Services (M) Sdn Bhd, Bandar Enstek

JULY 2014 — MAY 2016

- Being a L1 & L2 staff in Coca-Cola bottlers Malaysia
- Support team on Re-image of laptops & Desktops
- answer phone calls and reply emails for user assistance

## Education

### Diploma in Information Technology, Malaysian Academic & Skills Advancement College, Puchong

AUGUST 2012 — JUNE 2014

CGPA

3.29/4

### SPM, sekolah kebangsaan Dato Mohd Said Nilai, Nilai

2006 — 2010

## Courses

### Meraki, Trainocate Sdn Bhd

JANUARY 2019 — JANUARY 2019

## References

### Michael Wong from Coca-Cola Bottlers (M) Sdn Bhd

+6591551198

### Selvakumar from Coca-Cola Bottlers (M) Sdn Bhd

+60122631244

### Prem Jeevan from Coca-Cola Bottlers (M) Sdn Bhd

+60 12-216 7110

Good Communication.

Self-Management. Relevant work experience

## Languages

Bahasa Malaysia

English

Tamil