
ABHI KURIL

A solutions-driven and technically adept leader with extensive experience in providing in-depth technical support, client services, and IT administration for enterprise and MSP clients. Proven ability to supervise technical service teams, support diverse user bases, including CXO-level stakeholders, and implement effective solutions in fast-paced environments. Deep expertise in desktop, network support, and cloud technologies, dedicated to ensuring optimal system performance and user satisfaction through proactivity and strategic problem-solving. Passionate about continuous learning and leveraging emerging technologies to enhance organizational performance.

EXPERIENCE

Director, Service Management | Solarus Technologies (MSP) | New York, NY *December 2025 – Present*

- Lead a team of 20 staff—including dispatchers, technical leads, and engineers—to deliver exceptional daily IT support and project services across a diverse client base.
- Oversee service delivery operations by managing tickets, SLAs, and escalations to ensure consistent quality, responsiveness, and client satisfaction.
- Drive team performance through accountability, coaching, and data-driven metrics to maintain high execution standards and professional development.
- Partner with clients to resolve escalations, stabilize at-risk accounts, and foster long-term relationships that enhance the overall customer experience.

Director, Client Services | Advanced Cloud Partners (MSP) | New York, NY *November 2019 – December 2025*

- Provided strategic technical C operational support to diverse client base of executives and users.
- Responsible for managing ongoing projects such as system/data migrations, AI integration, and software automation ensuring successful adoption amongst client base.
- Collaborated with multidisciplinary teams in diagnosing technical challenges and delivering proactive solutions to improve client operations.
- Delivered highest level of customer experience by providing technical expertise to resolve complex issues and increase adoption of Nintex C M365 solutions.
- Implemented and supported technology, focusing on stability, user experience, and operational efficiency.
- Administered M365, Google Workspace, Power Platform, Azure, and other cloud service tools, offering advanced technical support and troubleshooting.

Senior IT Services Engineer | MindSHIFT Technologies (MSP) | Commack, NY *December 2014 – November 2019*

- Lead senior support engineer for nationwide MSP delivering onsite and remote IT services and support.
 - Provided advanced technical support and strategic guidance to MSP clients, ensuring business expectations and technical requirements were met.
 - Managed large office and data center moves, instrumental in successfully supporting new network, A/V conferencing, office, and office setups.
 - Configured, setup and deployed computers and devices to internal teams and users.
 - Managed hardware, software, and MSP partner relationships to enhance delivered services.
 - Provided training and technical knowledge transfer to clients on a variety of Ricoh products and complex IT services, enhancing their efficiency.
 - Maintained technical awareness across core infrastructure and cloud environments, stepping into complex escalations to ensure swift resolution and service continuity.
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- Dedicated IT support service for C-level senior executives, administration, and staff, delivering proactive and responsive technical assistance.
 - Supervised daily operations of the Help Desk and IT initiatives.
 - Oversaw inventory, vendor management, procurement and IT expense management.
 - Coordinated vendor installations enhancing executive trust in IT support.
 - Performed diagnostic testing of all devices prior to re-imaging and deploying to varying users.
 - Analyzed ticket history for ongoing technical problems and provided recommendations for long term resolution.
 - Troubleshoot and resolved inquiries pertaining to desktop, laptop, iPad, mobile devices, software and network connectivity issues.
 - On-call weekend rotation technical support providing 24x7x365 for C-level organization and family members.
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EDUCATION

Drexel University | Philadelphia, PA

- Bachelor of Science in Information Systems C Business Administration, Cum Laude

Nassau Community College | New York, NY

- Associates in Information Systems, Cum Laude
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SKILLS

- **Technical Support & Troubleshooting:** Executive Support, Incident Management, Problem Resolution, Root Cause Analysis, System Diagnostics, Technical Training, User Support, ITIL Principles, Ticketing Systems
 - **Operating Systems:** Microsoft Windows 11, 10, 8, 7, Mac Sequoia, Sonoma, Ventura, Monterey, Big Sur, OSX, Yosemite, Lion, Snow Leopard, Tiger, Linux
 - **Hardware:** HP, Dell, Lenovo and Microsoft Surface, iPad, iPhone, NAS drives, Fortinet, Sonicwall, Polycom, Brother, Xerox, Canon, Ricoh, Lanier, Samsung color copiers printers, touch panels, Smartboards
 - **Software:** M365, Google Workspace, Azure, AWS, Google Cloud, SCCM, Intune, Active Directory, JAMF, RDP, MS Server/Exchange Manager, VPN, Copilot, OpenAI, Claude, Perplexity, Automation Tools, Salesforce, ServiceNow, Bomgar, Remedy, ConnectWise, Autodesk, Track-It, Parallels Desktop, VMware, Imaging tools, SysAid
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