Sovit | Senior Helpdesk Specialist

Top Technical Competencies

- End User Support: Hardware & Software Support, MS Office Application Support, Printer Support, Desktop Network Connectivity Support, Third Party Application Support, Troubleshooting VPN Access Failures.
- Active Directory: User Administration, Groups/OU Management, Group Policy Access Management.
- Office 365: User Mailbox Administration, License Administration.

Employment

IT By Design   **November 2022 - Present**
Senior Helpdesk Specialist

NTT Data   **March 2021 – November 2022**
Technical Advisor

- Creation of Distribution List, Shared mailboxes.
- Assigning access to requested applications and groups.
- Managing Bit locker and helping users in logging issues.
- Providing L2 support for application issues such as outlook, skype, Webex, MS teams etc.
- Experience in Blackberry UEM users' management console.
- Basic level knowledge of MS Exchange-O365 administration.
- Access Management Experience of 1.5 years. Familiarity with the process of creating users accounts for Active Directory. Distribution Lists, Shared Mailboxes etc.
- Basic Knowledge of MS Exchange Administration.
- Bit locker Administration.
- RSA, Entrust Token Administration.
- Blackberry UEM administration. Creation of user account in Blackberry and providing access.
- Experience on Azure AD. Managing users and groups. Setting up SSO for applications and managing MFA.
- Familiarity with Incident Management.

HCL Technologies Pvt. Ltd.   **June 2019 – March 2021**
Technical Advisor

- Managed the security groups, permissions and file server structures.
- Provided L2 level support for more then 4000+ corporate users.
- Coordinating with Incident management team for any P1 queries.

- Prepared knowledge document after taking KT from client.
- Managing Queue and distribute tickets among team members.
- Active Directory and many other internal applications.
- Managed user account across applications running on various platforms like Windows - Active Directory, etc.
- To create and administer various shared resources e.g., Distribution Lists, Directories.
- Knowledge of Service Now (Ticketing Tool)

EDUCATIONAL QUALIFICATION

- Bachelor of Technology

PROFESSIONAL CERTIFICATION

- MCSA

IT BY DESIGN BOOT CAMP TRAINING | MSP TOOLS, SOLUTIONS, AND BEST PRACTICES:

- Trained on MSP Processes & Workflows - Ticket life-cycle, dispatch, time entries, change management, escalation Workflows, SLAs management, email etiquette, and customer service.
- Connect Wise Manage & Automate
- Windows Desktop Support (End-user computing)
- Windows Server & AD Administration (Manage DNS and DHCP server)
- Office 365 User Management
- Onsite/ Online Backup & DR (Shadow Protect/ Datto)
- Security: SonicWALL Configuration, NAT Rules, Upgrades, Backup & Restore
- Installation/ Configuration Server/ Client OS