

VIKAS | 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, VPN Access Troubleshooting.
- Active Directory: User Administration, Groups/OU Management, Group Policy Access Management.
- Office 365: User Mailbox Administration, License Administration, Mail Flow/Mail Trace.
- Proofpoint: Email Spam Protection.

EMPLOYMENT

IT By Design

SENIOR HELPDESK SPECIALIST

August 2022 - Present

HCL Technologies

SENIOR ANALYST

May 2018 – August 2022

- Manage email security by using proof point gateway.
- Troubleshooting Mail flow issues and tracing emails.
- Engage in administrative tasks such as adding, modifying and deleting group mailboxes and email accounts.
- Manage Exchange Online users, manage recipients - create, modify, delete, shared mailbox, recover deleted emails.
- Sound knowledge of email clients like Microsoft Outlook and OWA
- Strong knowledge and in-depth understanding of Active Directory.
- Works on Calendar issues
- Handling Query related to Skype for business.

Wipro

TECHNICAL CONSULTANT

November 2017 – May 2018

- Working as technical consultant on plate form of O365.
- Responsible for email recovery.
- Collaborated with IT security to test and implement security auth to support the implementation of MFA. Creating retentions policies according to client aspect
- Managed remaining Exchange environment for email retention and the recovery of mail for litigation.
- Created and managed Mailboxes, Distribution Lists, and Public Folders.
- Managed Exchange client configuration using Microsoft Office Outlook 2010 & 2013.
- Manages mailboxes and anti-spam policies for your business, using the Exchange admin center

HEADQUARTERS

IT By Design, PO Box 149, Marlboro, New Jersey, 07746
P 212.888.1919 | F 646.349.2572

www.itbd.net

Antrix E Serve

June 2016 - October 2017

L2 TECHNICIAN

- Resolved problems within Microsoft office (outlook, excel, etc.).
- Worked with Active Directory to build user network profiles, reset passwords, unlock accounts, etc.
- Installed, repaired and setup computer peripherals
- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Respond to queries either in person or over the phone.
- Respond to email messages for customers seeking help. Install, modify, and repair computer hardware and software.

DialPort Solutions

March 2014 - June 2016

L1 TECHNICIAN

- Knowledge of remote desktop connections, peer to peer file sharing and other applications associated with remote IT assistance.
- Answered client inquiries in person, email and via telephone concerning systems and network operations
- Install, upgrade, support and troubleshoot Windows OS, authorized desktop applications, hardware, and peripheral equipment.
- Coordinate and execute preventative maintenance and remedial repairs on computers, laptops, printers, and peripherals.
- Return defective equipment to maintenance inventory, document customer repairs, and maintain and restock parts inventory to maintain spare parts levels.
- Monitor, operate, manage, troubleshoot, and restore service to terminal service clients, PCs, or notebooks with authorized access to network.

EDUCATIONAL QUALIFICATION

- Master of Computer Application

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

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