AMAN | HELPDESK SUPPORT SPECIALIST

TOP TECHNICAL COMPETENCIES

- End User Support: Hardware & Software Troubleshooting, MS Office Application Support, Printer Support, Desktop Network Connectivity Support, Third Party Application Support.
- Active Directory: User Administration, File/Folder Access Provisioning, Groups/OU Management.
- Office 365: User Administration, License Management, Mailbox Access Provisioning.
- VM Deployment.

EMPLOYMENT

IT By Design   **April 2022 - Present**
HELPDESK SUPPORT SPECIALIST

- Experience in Active Directory creating User Accounts and managing access requests.
- Experience in-built tickets where the entire computer or machine is needed.
- Setup VPN for the New Machine.
- Experience In Mimecast regarding the Hold Messages and Creating the Policy.
- Experience related to O365, creating User Mailboxes, and Managing the User Creation of the Distribution List.
- Experience related to Shared Mailbox creation & access management.
- Experience related to ConnectWise Automate.
- Installation/Configuration/Client OS.
- Supported Windows Desktop Troubleshooting requests related to Hardware & Software Troubleshooting.
- Handling tickets through email or chat communications

Knightfrank   **April 2021 – October 2021**
IT ANALYST

- Configure and Install various Network Devices and Routers, Switches, Firewalls.
- Active Directory support including Creating Users and managing User level access permissions.
- Troubleshooting Windows & Third-Party Drivers related issues.
- Creating Distribution List and managing the accesses.
- Basic Troubleshooting for Windows upgrade through SCCM.
- Deploying the Software and Application on the Client Machine.
- Creating the PXE Boot Configuration on the Client Machine and Deploying OS over the Network.
- Creating Task Sequence and Distributing the Content and Deploying.
- Deploying the O365 Apps on the Client Machine.

Kianet   **May 2020 – February 2021**

NETWORK MONITOR

- Installation And Configuration of Windows Server Administration and Support.
- Basic Experience on Azure Virtualization (Networking).
- Creating, Managing, Users and Groups in Active Directory.
- Group Policies Update.
- Apply OS Patches and Upgrade on the egular basis and Upgrade Admin Tools and Utilities.
- Configure and troubleshooting CPU, Memory and Disk Partitions as required.

Concentrix   **January 2019 – April 2020**

SUPPORT ENGINEER

- Perform Network Maintenance and System Upgrades including Service Packs, Patches and Security Configurations.
- Monitor Performance and Ensure System Availability and Reliability.
- Monitor System Resources Utilization.
- Deploying Windows Upgrade and Updates.
- Troubleshooting Printer issues over the network and local.

Infoseum   **May 2018 – November 2018**

IT ANALYST

- Experience with windows update log catalog
- Deploying Virtual machine on VMWare.
- Deployed Several VMs from Templates and customized their configurations as-needed.
- Creating Technical documentation
- Participated in regular 24x7 on-call rotations and coordinated with the offshore team for night-time scheduled activities.

EDUCATIONAL QUALIFICATION

- Bachelor of Technology

IT CERTIFICATION

- Microsoft Azure Fundamentals: AZ-900 (Expired)