ITBYDESIGN
MDE • NOC • HELPDESK • TEAM GPS

ATLAS | HELPDESK SUPPORT SPECIALIST

ARRANGE INTERVIEW

TOP TECHNICAL COMPETENCIES

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

EMPLOYMENT

IT By Design **September 2021 - Present**

HELPDESK SUPPORT SPECIALIST

- Initiate Manual Backups through N-Able RMM.
- Worked on Disk Space Alert Tickets through N-Able RMM.
- Worked on Sentinel & Bit Finder Antivirus Tickets: Update User Machine's Antivirus through N-Able RMM.
- Managed New User Accounts, Reset Passwords, and Account Deletion in Active Directory.
- Managed User Mailbox (Creation, Assigning Licenses, Access Permissions).
- Worked on Helpdesk Tickets for Troubleshooting User Centric Issues.

British Council **June 2020 – June 2021**

SENIOR ANALYST

- Creating a User Account in Active Directory.
- Creating a User Mailbox using Exchange Management Console.
- Install Software on User Machine from SCCM.
- Unlock the User's Account and Reset User's Password.
- Adding the User in Distribution List and in Functional Mailbox.
- Providing ZPA Access to the User for using Internet on his Personal Machine.
- Troubleshooting on User's machine by taking the Remote Access.

TATA Consultancy Services **May 2019 – June 2020**

SENIOR PROCESS ASSOCIATE

- Handling Technician Queries regarding No internet issues, Speed Issue, Drop out.
- Creating user accounts in Active Directory and granting required permissions.
- Managing AD Account Attributes and Editing using ADSIEDIT.
- Creating Generic Mailboxes, Managing Access Permissions and Send Permissions for the users.
- Creating Security Groups and Managing their Permissions.
- Creating Distribution groups using Active Directory and Exchange management Console.

- Securing Distribution Groups by Managing Send to Permissions.
- Creating User Network Share Drive and Granting Required Permissions.
- Troubleshooting Multiple Lockout Issues.

Convergys **April 2018 – May 2019**
TECHNICAL ASSOCIATE

- Responsible for handling technical queries of the customer.
- Handling Customer Queries regarding Windows troubleshooting.
- Printer installation on user's machine.

Paytm **January 2015 – March 2017**
ASSOCIATE

- Handling incidents through the Paytm tool.
- Interact with the merchant for the correction of Data.
- Responsible for meeting the SLA's and providing Quick solution to the merchant.

IBM India Pvt Ltd **December 2013 – October 2014**
ASSOCIATE

- Handling incoming incidents via the phone / E-mail promptly and effectively.
- Escalating calls and issues where necessary to senior managers & team leaders.
- Provide troubleshooting and configuration support for client desktop and networking environment.
- Selected to create new procedures to improve department productivity and train new team members.
- Create help desk documentation with step-by-step instructions on problem resolving techniques.

HCL Info Systems **December 2012 – December 2013**
ASSOCIATE

- Escalating calls and issues where necessary to senior managers & team leaders.
- Provide troubleshooting and configuration support for client desktop and networking environment.
- Selected to create new procedures to improve department productivity and train new team members.
- Responsible for taking and logging Incoming calls and routing it to respective teams.

EDUCATIONAL QUALIFICATION

- Bachelor's in Science

CERTIFICATION

- Microsoft Certified IT Professional (MCITP)