KENT | 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.
- Active Directory: User Administration

EMPLOYMENT

IT By Design   **December 2022 - Present**
SENIOR HELPDESK SPECIALIST

Concentrix   **August 2015 – April 2021**
SENIOR GLOBAL ESCALATION ENGINEER

- Represent Microsoft and Communicate with End Users in the US, Europe, Middle East, and Africa via Remote Assistance Software, Telephone, written Correspondence to find solutions for Technically Complex problems identified with Microsoft Products.
- Providing resolution to issues related to Windows 10 & Microsoft Office Products.
- Providing support on issues: Windows Update, No internet, Printer issues, BSOD, Outlook Application.
- Providing Support to Consumer products on various platforms e.g., O.S. such as Windows 10, Windows 8.1, and Windows 7.
- Performed Troubleshooting on Mobile Phone O.S. such as Android Phones, Windows Phones, and iPhones.
- Reporting bugs if identified on a product while troubleshooting to the engineering team of Microsoft.
- Evaluate cases sent and addresses to Microsoft CEO on priority by working towards a resolution.
- Assuring a resolution within a given time frame for different scenarios and considering the severity of the case.

HCL Technologies   **April 2021 – December 2022**
SPECIALIST

- Handling User accounts and Passwords on AD (Active Directory) User Management.
- Providing support to users in printer related issues (Printer Set Up, Paper Jam, and not Printing issues).
- Trained on the ticketing tool - Service Now.
- Providing technical support to various applications related to Hospital management.

EDUCATIONAL QUALIFICATION

- Bachelor of Science

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