Keshav | Helpdesk Support 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**
Helpdesk Support Specialist

Teleperformance   **October 2021 – October 2022**
Technical support Agent

- Handling calls, chats, and Email Cases
- Handling issues related to VOIP Phones and Emails.
- Working knowledge of Outlook, Outlook setup
- Handling issues related to Autodiscover and LDAP.
- Good knowledge of MS Outlook in Backup & Restore of Mails, Configure and Troubleshooting, Spam emails, email tracing.
- Mange & troubleshoot issues related to Web Fax, Auto Attendant, Number porting, and Voicemails.

Concentrix India Pvt. Ltd.   **March 2020 – February 2021**
Technical Advocate

- Troubleshoot all the Customer Issues related to Windows.
- Handled issues related to Printers, ransomware attacks, browser attacks, and viruses.
- Working knowledge of Windows software licensing, Windows Temporary Mode Issue, Software Download, Update, and Installation.
- Hands on regarding issues related to Registry Editor.

Educational Qualification

- Bachelor of Arts

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