

LOVE | 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.
- Office 365: User Administration.

EMPLOYMENT

IT By Design

April 2022 - Present

HELPDESK SUPPORT SPECIALIST

- Interact with users on call and provide solutions related to technical issues.
- User Management in AD (New User Creation, Password Reset, Managing Security Groups, End User Creation)
- User management in O365 (New User Creation, Password Reset, Managing Security Groups, End User Creation, Assigning the License, Adding Users to the Distribution List).
- Handled Email Issues in Outlook such as Outlook profile stuck, Outlook not working, Unable to send/receive emails etc.
- Troubleshoot and Manage Network Printers.
- Provide the best effort support for third-party applications.
- Handle Citrix issues such as User unable to Login to Citrix, Citrix Workspace App not working properly.
- Troubleshooting Windows Operating System Issues related to Hardware & Software.

Concentrix

September 2019 – December 2021

SENIOR TECHNICAL ASSOCIATE

- Performed Desktop & Laptop Hardware Troubleshooting.
- Worked on Software Troubleshooting related to Outlook, Vendor Applications, Email related Issues.
- Supported customers with Basic Technical Support for Current and Past Software Releases.
- Assisted clients with General Support for Hardware, Peripherals, Network Connections, and External Software.
- Used to perform System Recovery, OS Installation & Un-Installation.

ATA Tech Solution Pvt Ltd

July 2013 – May 2018

SENIOR TECHNICAL REPRESENTATIVE

- Supported Customers with Basic Technical Support related to Windows Operating System.

HEADQUARTERS

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

www.itbd.net

- Performed Windows & Third-Party Software Troubleshooting.
- Resolve Email related Issues.
- Provided Knowledge Shares/Coaching to other Technical Support Engineers.
- Installed, Maintained, and Networked Computers, Printers, and other Peripheral Devices.

EDUCATIONAL QUALIFICATION

- Bachelor's in Computer Applications.

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