

MAHESH | 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.
- Office 365: User Mailbox Management, License Management.
- Active Directory: User Administration.

EMPLOYMENT

IT By Design

December 2022 – Present

HELPDESK SUPPORT SPECIALIST

Concentrix

November 2019 – December 2022

TECHNICAL SUPPORT ENGINEER

- Taking Inbound Calls for US and Canada for Hardware and Software Troubleshooting.
- Taking Care of Issues like Blue Screen, Slow Performance, Overall Optimization of Laptop and Desktop, taking care of TMP Issues, Taking care of Hardware Issues and peripherals.
- Taken care of Premium laptops and desktops like XPS, Latitude, and OptiPlex on Client side for large Enterprises.
- Taken care and Troubleshooting done for laptops like Dell Inspiron, Vostro, and Dimension on the consumer side.
- Interacting with IT Engineer of the Company and mutually finding resolution sometime for unresolved issues.
- Taking Remote access of Clients' System and Consumers to troubleshoot issues related to Windows, Internet, and Application.
- Installation of Software like Adobe, Power DVD Management Microsoft Word, and McAfee.
- Taking remote access of system updating software, drivers, updating OS and Downgrading OS
- Listening to Clients and Customer Queries, Understanding the problem on Laptops, Desktops. On basis of that need to identify (No Post, No Power, No Video, No Boot)
- Taking Remote access of System to create Media Creation Tool and Install OS on the Consumer and Client System (Only Global OS, Not Customized)
- Use dispatch automation tool to create hardware part dispatches.
- Use Turbo tech, and SPMD to check Configuration of all the models and to search for the rest of the tools.
-

Franklin Templeton Investments

October 2016 – March 2018

SENIOR CUSTOMER EXECUTIVE

HEADQUARTERS

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

www.itbd.net

- Taking distributor's calls and assisting them with their queries.
- SIP processing and SIP clarification.
- Resolving SIP and Purchase queries related to allotments finalization of units.
- Sending SOA and CG statements to distributors, IFA.
- Assisting IFAs and advisors in general queries related to Redemption, Purchase, NCTs.
- Handling walking customers and their queries.
- Checking of Individual KYCs.
- Reporting NCTs in the system.
- Handling time stamp counters, stamping applications, and checking nigo.
- Taking queries related to switching, STP, SWP, and resolving within TAT.

Sunlife Financial

December 2012 – December 2013

SENIOR PROCESS ASSOCIATE

- Successfully transitioned the new work tool 'Ultera' and write process notes.
- Responsible for the improvement of the processes by finding the process gaps with some innovative thoughts and running various team-level projects.
- Handling the investment into Canadian Pension Plans (defined contribution)
- Handling ad-hoc research requests as per the partners' requirements (fund analysis, evaluations, etc.)
- As part of SLA (Service Level Agreement), prepare medium level management reports.

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

HEADQUARTERS

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

www.itbd.net