

NITESH | SENIOR HELPDESK SPECIALIST

TOP TECHNICAL COMPETENCIES

- Active Directory: User Administration, Domain Administration, Group/OU Management, Group Policies User Management.
- End User Support: Hardware & Software Support, MS Office Application Support, Printer Support, Desktop Network Connectivity Support, Third Party Application Support.
- Windows Server: Managing Server Networks (DNS, DHCP, Wireshark, Netmon, TCP/HTTP/RRAS).
- Office 365: User Administration, Mailbox Management & License Provisioning, Mail Flow & Mail Trace.
- Hyper-V: VM Deployments & Configurations, Resource Management, Host Administration.

EMPLOYMENT

IT By Design

December 2022 - Present

SENIOR HELPDESK SPECIALIST

- Monitor the NOC Board and Address all the P1 and P2 Tickets within SLA that included Issues with Server Offline, Router and Switch Offline, and Low Disk Space.
- Monitor the NOC Backup Board and Address all the Tickets with Issues for Backup Failures and Snapshot Issues.
- Worked on Backup Tools like Datto, Infrascala, and Veeam.
- Monitor the Service Desk Board and Reach out to End Users for any issues they have with their Daily Activities Related to Client OS and other Applications.
- Monitor Hosting Alerts Board and Clear Tickets for Issues with Servers and any Network Devices.
- Take care of Patching Activities for all the Clients as per the Schedule and Instructions.
- MSP Tools: ConnectWise Manage, ConnectWise Automate, IT Glue, Screen Connect, Datto, Infrascala, Veeam, VMWare, Hyper V, TreeSize, O365, and Azure.

Concentrix

May 2021 – December 2022

SENIOR ADVISOR

- Providing L1 support through teams to Premier clients
- Creation of users and managing the user account in the O365 admin Center and assigning licenses and assigning permissions.
- Managing the Security Groups, Distribution Lists/Groups, and Shared mailboxes and managing their permission and delegate access.
- Active Directory: Creation of Security Groups/Admin, user creation, and syncing the objects to the Cloud.
- Azure AD connect: Installation and Configuration of Azure AD connect in Servers to Sync the Data from on prem to Cloud using Password Hash Synchronization.
- Configuration of public folders.

HEADQUARTERS

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- Troubleshooting Autodiscover and email protocols like Exchange, IMAP & POP3.
- Pulling the Sensitive data through eDiscovery or Content search as per requirement.
- Configuring the Mail Flow Rules/ Transport Rules for the organization as per the demand. Provided support on Security and Compliance Administration tasks too as securing the Organization using DLP and ATP and their configuration. Running PowerShell scripts for various reports and Automate tasks.
- Data and size management of Mailbox using Archive or Auto-Expand Archive for the Mailbox.
- Managing the EWS Throttling related issues while Migration of performing eDiscovery collections to disable or increase the Throttling.
- Resolving the Sync related issues in the organization through AAD Connect and Synchronization Service Manager
- Before Delivering any Action plan to the client first I believe in testing it by myself in my LAB, So for that I have my own Test Tenant and domain and my LAB has (1 Client Machine, 1 DC, Exchange 2013,2016,2019 servers) to test all kinds of scenarios in any server.

Convergys

March 2006 – May 2016

SENIOR SUPPORT ENGINEER

- Represent Microsoft and communicate with corporate customers in the US, Europe, Middle East, and Africa via Remote assistance software, telephone, written correspondence, or other electronic services to find solutions for technically complex problems identified with Microsoft products.
- Identify scope and resolve puzzling problems that require broad and in-depth product knowledge; that may include but not be limited to support of additional product line. Frequently, these problems are not only technically complex but are politically charged as well, requiring the highest level of customer skills.
- Responsible for efficiently managing the relationship with these customers and thoroughly documenting their cases.
- Collaborate with resources from other groups within Microsoft and also with other companies and product vendors as needed to resolve cross-product technical issues. Collaborate with Tech Leads and Gurus when appropriate.
- Participate in case triage meetings to share knowledge with other engineers and develop efficient customer solutions.
- Consistently share best practices with team members. Act as a technical resource for broad and complex issues and may typically be assigned to moderately strategic accounts. Ability to develop and deliver “in-depth” technical training to other engineers.
- Providing L1 support to clients for their networking issues like internet connectivity, wireless connectivity, DNS, DHCP, SMB, TCP/IP, Remote Desktop Connection, VPN (using Windows RRAS), and Direct Access.
- Configuring and Troubleshooting issues with the Windows networking components DNS, DHCP, SMB, TCP/IP, VPN/RRAS, and Direct Access.
- Frequently using the application Network Monitor to analyze the network traffic to understand the cause of the issue and provide resolution based on the finding of the network trace.
- Configuring and applying settings and rules on Windows Firewall.

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- Troubleshooting File share issues based on SMB.
- Configuring, implementing, and troubleshooting Direct Access for remote domain users.

Convergys

May 2010 – May 2016

SENIOR SUPPORT ENGINEER

- Actively involved in providing floor support to the WLID Team for issues related to WLID support.
- Accountable for coaching of agents daily tasks and providing feedback on work completed. I have also delivered training to enhance their process knowledge so as to ensure faster resolution.
- Diligently monitored the agents activities and involved in case coaching to ensure that the frontline production staff complete knowledge, tools, skills, capability, resources and information perform their assigned tasks.
- Have trained 5 Waves in WLID
- Trained the on-site agents and TM's on ACSR V1 and ACSR V2

Kudos International

September 2005 – March 2006

CUSTOMER CARE OPERATIONS

- Delivering Business specific Technical Training to technologists
- Technical Support for Microsoft Server Line of Products in networking
- Work experience in Mixed-cultural environments
- Excellent Communication, Presentation and Documentation skills
- Good Analytical, Problem Solving and Leadership qualities.

PROFESSIONAL CERTIFICATIONS

- MS 900 (Office 365 Fundamentals)
- MS 500 (Office 365 Security Associate)

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