

RANDY | 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.
- OneDrive Administration: Data Management.
- Active Directory: User Administration, Group/OU Access Management.

EMPLOYMENT

IT By Design

January 2022 - Present

HELPDESK SUPPORT SPECIALIST

- Worked on Active Directory User Creation, Password resets & Onboarding, and Offboarding tasks.
- Managed Office 365 User Management – Mailbox Creation, License Management, Mailbox Access Permissions.
- Worked on Windows Desktop Issues, troubleshooting slow performance, and Hardware & Software Troubleshooting.
- Performed troubleshooting for Outlook issues.
- Handled Printer Installation, Connectivity, & Printing issues.
- Worked on Mimecast Portal.
- Worked on Service now as a ticketing tool & IT Glue for Documentation Purposes.

Concentrix

June 2019 – December 2021

TECHNICAL SUPPORT ADVISOR

- Handling OneDrive Sync Issues on Windows 10, Android Phones, iPhones, iMac, and iPad Devices.
- Dealing with the issues related to Sync data to OneDrive, Data lost, and Managing data on the OneDrive cloud.
- Sorting all the issues through e-mail and isolating the issue by evidence provided by the customer and giving the resolution to fix the issue.
- Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport.
- Work with the management team to stay updated on product knowledge and be informed of any changes in company policies.
- Helping customers to fix all kinds of No boot scenarios.
- Helping customers to fix CPU, Memory Usage.
- Troubleshooting issues related to User profiles, Group Policy Access.
- Troubleshooting for shell experience e.g. – Start menu, black screen after login, explorer hang.

HEADQUARTERS

IT By Design, PO Box 149, Marlboro, New Jersey, 07746
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- Providing help in troubleshooting on 3rd party software related to slow performance, unable to launch the app, Etc.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- Installation Configuration of Print devices (All Network printers).

Tech Mahindra

June 2017 – January 2019

CUSTOMER CARE EXECUTIVE

- Taking care of all the jumpers (wires) and helping the technician to know which is the best cable pair so that our customer gets a good internet connection and updates in the assignment.
- Make sure the technician would not touch the high-voltage cable.
- Answers incoming calls from field technician and fix their problems, service questions, and general client concerns.
- Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport with every caller.
- Update customer information in the customer service database during and after each call.
- Acquire and validate the information and provide it to the customers with full efficiency.
- Work with the management team to stay updated on product knowledge and be informed of any changes in company policies.

EDUCATIONAL QUALIFICATION

- Senior Secondary School.

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