

SETH | 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, CISCO VPN Setup & Troubleshooting.
- Active Directory: User Administration, Groups/OU Access.
- Exchange Online: User Mailbox Administration, License Management.

EMPLOYMENT

IT By Design

May 2022 - Present

HELPDESK SUPPORT SPECIALIST

Concentrix

April 2021 – April 2022

SENIOR TECHNICAL ADVISOR

- Responsible for AD User Password Resets.
- Responsible for User and Mailbox Creation on Active Directory & Office 365.
- Distribution list Creation & Access Management and Delete and Recover User.
- Troubleshooting Outlook related Access Issues, Profile & troubleshooting Add-In Issues.
- Troubleshooting Windows Operating System Performance Issues, Driver Issues, and peripheral devices.
- Troubleshooting CISCO VPN Setups & disconnection issues.

NTT Data

September 2020 – March 2021

SENIOR TECHNICAL ADVISOR

- Performed AD User Password Resets.
- Troubleshoot Desktop Hardware & Software related Issues (No Boot, System Restore, Slow Performance).
- Troubleshooting Outlook related issues (Outlook Profile Setups, Re-Profile, Add-In Troubleshooting, Email Access Issues).
- Application troubleshooting, MS Office, Applications like Word, Excel, Power Point.

IGT Solutions

April 2019 – March 2020

TECHNICAL ADVISOR

- AD Password reset.
- Desktop related issues
- Outlook related issues
- Application related issues and troubleshooting.

HEADQUARTERS

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

www.itbd.net

Anstel Private Ltd.

May 2018 – November 2018

IT SUPPORT

- Managing IoT Devices and Data Transfer to Clients.
- Tem Monitoring Devices and Data Reading.

EDUCATIONAL QUALIFICATION

- Bachelor's in Engineering (Electronics and Communications)

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, SLA management, email etiquette, and customer service.
- ConnectWise 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

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