

AURORA | HELPDESK SUPPORT SPECIALIST

**ARRANGE
INTERVIEW**

TOP TECHNICAL COMPETENCIES

- End User Support: Hardware & Software Troubleshooting, MS Office Application Support, Printer Support, Desktop Connectivity Support, Third Party Application Support.
- Active Directory: User Administration, Groups/OU Management.

EMPLOYMENT

IT By Design

October 2021 - Present

HELPDESK SUPPORT SPECIALIST

- Worked on SNS Calls and MSP Calls & tickets using 360iQ Web, Novadine, and OLO Dashboard.
- Hands-on Experience on Printer Issues like Print Spooler, and clearing Print Queue.
- Handled tickets/requests related to Reconfiguring Net Extender, VPN Login Issues.
- Worked on Exchange Online Admin Portal for User Mailbox Creation & Access Management.
- Worked on Datto RMM, ConnectWise Manage.
- Worked on IT Glue for managing the KB Articles & data points.

HCL Technologies

May 2019 – October 2021

SENIOR ANALYST

- Provide Hardware /Software / Network Problem Diagnosis / Resolution.
- Experience in Service Now Tool and Development.
- Coordinate and Manage Relationships with Vendors and Support Staff that provide Hardware/Software Network Problem Resolution.
- Administer and Provide User Account Provisioning.
- Use the Incident Management System to document and manage problems and work requests and their respective resolutions and circumvention's.
- Escalate complex problem to appropriate support specialists.
- Responsible for activities relating to the evaluation, analysis, and setup of PC-based software products (e.g., word processors, spreadsheets, Presentation graphics, database management systems, electronic mail, and communications).
- Troubleshoot client software and basic network connectivity problems.
- Identify, evaluate and prioritize customer problems and complaints.
- Train users and operators on a limited basis and write training procedures.
- Participate in on-going training and departmental development.
- Routine maintenance updates with other IT staff and business units.
- Provide all required documentation including standards, configurations and diagrams Org.

HEADQUARTERS

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

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Tech Mahindra

May 2017 – November 2018

ASSOCIATE

- Managing Service Requests on SNOW from various Customers.
- Responds to Telephone Calls, Email, Instant Messages, and Assigned Tickets from Users.
- Assign Work Orders/Incidents to appropriate Support teams and follow up until closure.
- Respond to and Diagnose, Problems through discussions with Users, including Problem Recognition, Logs, Research, Isolation, Resolution, and Follow-Up Steps.
- Perform User Account Management Activities.
- Escalate Complex Problem to Appropriate Support Specialists.

EDUCATIONAL QUALIFICATION

- Bachelor of Commerce.

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