

AVEZ | SENIOR HELPDESK SPECIALIST

TOP TECHNICAL COMPETENCIES

- End User Support: Hardware & Software Support, Ms Office & Application Support, Printers Support, Desktop Network Connectivity, Third Party Application Support, Citrix, VPN Setup & Troubleshooting (Pulse Secure & Forticlient).
- WDS and MDT, Windows Activation, BitLocker, Windows Update & Upgrade, Logs Analysis.
- Active Directory: User Management.
- AWS: Security & Network Management.

EMPLOYMENT

IT By Design

SENIOR HELPDESK SPECIALIST

May 2022 - Present

Concentrix

SENIOR ADVISOR

May 2021 – May 2022

- Working with the Device and Deployment team (On behalf of Microsoft).
- Supporting Microsoft Customers over email.
- Resolving issues of upgrade.
- Resolving issues of Windows Server OS/Client Update Resolving issues about Bitlocker and MBAM.
- Setup and maintain WDS and MDT server Troubleshooting issues of activation, KMS, MAK.
- Hands on experience on Hyper-V, Windows Server 2012 R2, 2016, 2019, 2022.
- Configuring DNS and DHCP, Group policies, VMware Environment.
- Configuration and setup of Cloud Server on Azure, AWS AWS - EC2, S3, Security Group configuration, VPC.
- Microsoft Azure – Web App, VM, Service Bus Setup, Backup Job Configuration and setup, Endpoint configuration for VM.

Mphasis

TECH SUPPORT ENGINEER

November 2018 – May 2021

- Respond to customer queries via inbound calls, emails, chat and web tickets within defined SLAs.
- Logging incidents and services requests, categorizing and prioritizing them and managing their life cycle as per ITIL guidelines and supported email contacts as well.
- Updating users about request status and closing the incident/request when users are satisfied with solutions.
- Performing Level 1 troubleshooting related to desktop/OS, customer applications.

HEADQUARTERS

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- Installation/setup/configuration of Active Directory related to Creation of Users, Groups and managing User rights assignment.
- Setting up Group Policies.
- Worked on In-Interactive intelligence and PureCloud Active Directory.
- Worked on Service-Now & Remedy Ticketing Tool.
- Microsoft Exchange Admin Center (ECP), Expertise Windows 10 Troubleshooting Microsoft O365 issues including Outlook Mobile Device Management through Mobile Iron & AirWatch/Intelligent Hub.
- SAPHR Management Activities (Onboarding/Offboarding/Account/Extensions).
- Multi-Factor Authentication Administration via Okta & Duo Admin.
- Citrix & VDI related troubleshooting.
- Troubleshooting the VPN connection for Pulse Secure & F5 networks

EDUCATIONAL QUALIFICATION

- Bachelor of Computer Application.

BOOT CAMP TRAINING | MSP TOOLS, SOLUTIONS, AND BEST PRACTICES:

- Trained on MSP Processes & Workflows - Ticket lifecycle, 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.

HEADQUARTERS