# FERDINAND | HELPDESK SUPPORT SPECIALIST

## TOP TECHNICAL COMPETENCIES

- End User Support: Hardware & Software Support, Desktop Network Connectivity Support, Printer Support, MS Office Application Support, Windows Drivers Support, Third Party Application Support.
- Active Directory: User Administration.

## EMPLOYMENT

**IT By Design**                                                                   **September 2022 - Present**
HELPDESK SUPPORT SPECIALIST

**ATOS Information Technology Inc**                                   **January 2019 – June 2021**
ANALYST

- First point of contact for end users seeking technical assistance over the phone or email
- Remote troubleshooting through diagnostic techniques and pertinent questions
- Determining the best resolution based on the issue and details provided by end users
- Guided end users through the problem-solving process
- Identify and suggest possible improvements in procedures
- Direct unresolved issues to the next level of the support group
- Follow-up and update end users' status and information

**Tech Mahindra**                                                                 **August 2016 – July 2018**
ANALYST

- Processing incidents and service requests initiated by users using either the Self-Service Portal, email, or telephone.
- Managing service requests to make sure that they are not breached.
- Updating service requests.
- Escalating incidents and service requests to the next level of support if necessary.
- Working on incident and service request tasks.
- Investigating and diagnosing incidents and researching solutions.
- Setting the priority for resolving incidents based on impact and urgency.

**Teleperformance**                                                             **September 2014 – August 2016**
ANALYST

- Providing technical assistance and support related to computer systems, hardware, or software.
- Responds to queries, run diagnostic programs, isolate problems, & determine and implements solutions.

- Advise user on appropriate action
- Follow standard help desk procedures
- Log all help desk interactions
- Administer help desk software
- Redirect problems to correct resource
- Identify and escalate situations requiring urgent attention
- Track and route problems and requests and document resolutions
- Stay current with system information, changes and updates

## Bright Centre Inc                                    December 2010 – June 2012
### TECHNICAL SUPPORT REPRESENTATIVE

- Provided technical solutions to complex internet connectivity issues (i.e. ADSL, dialup, wireless, and satellite) through email and voice support standard operating procedures.
- Demonstrated expertise in troubleshooting and setting up Voice over Internet Protocol (VOIP), satellite phones, and USB wireless broadband.
- Leveraged Windows and Mac email client configuration.
- Facilitated billing and data usage inquiries

## EDUCATIONAL QUALIFICATION

- Bachelor of Science (Computer Science)

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, SLAs management, email etiquette, and customer service.
- Connect Wise 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