

Arihant Dhole

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SUMMARY

Proactive IT Support Specialist with 2.7 years in incident management, SLA tracking, and ITIL-based troubleshooting. Skilled in ServiceNow, Windows/Mac support, and mentoring. Improved ticket backlog by 40% and maintained 95%+ FCR through process and KB enhancements.

CORE SKILLS

Ticketing & Support: ServiceNow, SLA Management, Incident Tracking, RCA, Queue Monitoring

Technical Tools: VPN, Windows 10/11, Outlook, Network Troubleshooting, SharePoint, Genesys, ChatGPT

Automation & Scripting: Python, Excel Macros, UI Vision, Power Automate, SQL(with GPT prompts)

Documentation & Reporting: KB Articles, Performance Dashboards, RCA Reports

Soft Skills: Communication, Prioritization, Collaboration, Customer Satisfaction, Empathy

EXPERIENCE

Technical Support Representative | NES – Hyderabad | Aug 2024 – Nov 2025

- Resolved 100+ global tickets weekly via remote L1 support, maintaining 98% SLA compliance.
- Assigned incoming tickets to appropriate agents by analyzing issue type & urgency, improving resolution speed and routing accuracy.
- Boosted user satisfaction by 20% through timely updates and reduced response time.
- Collaborated with internal teams across functions to resolve escalations and ensure SLA compliance.
- Trained new agents and conducted Mock Calls ensuring consistent SLA adherence and smooth service continuity.
- Initiated and led Fun Friday sessions and cultural celebrations, turning routine workdays into opportunities for collaboration and team bonding.

Software Analyst | Capgemini – Bangalore | Nov 2022 – Oct 2024

- Provided remote IT support using MS Teams and logmeIn, troubleshooting OS, O365, Outlook, and networked printer issues.
- Resolved 100+ tickets monthly via ServiceNow with 98% SLA adherence, achieving consistent first-contact resolution and boosting user satisfaction.
- Authored 15+ knowledge base articles, cutting ticket resolution time by 30%.
- Reduced escalation delays by introducing a Service Desk-to-L2 checklist.
- Conducted bi-monthly training sessions and mentored 5+ new agents, improving their production readiness within 2 weeks.
- Developed performance dashboards tracking SLA adherence, ticket escalations, and Average Handling Time (AHT), enhancing team efficiency.
- Awarded the “Propeller Award” by Capgemini for going the extra mile and demonstrating exceptional ownership in client support.

PROJECTS

School Operations Automation | Volunteer [Developer](#) · KTS · Feb 2025 – Present

- Developed a student attendance automation system using Google Forms and Apps Script.
- Automated report card generation and data consolidation, saving 10+ hours weekly.

Automating PDF to Word Conversion | Capgemini · March 2024 – March 2024

- Automated PDF-to-Word batch conversion with Python, reducing effort and time by 90%.

EDUCATION

B.sc (Electronics, Computers and Math) | Osmania University, Hyderabad | 2022 | 8.5

COURSEWORK

Prompt Engineering for ChatGPT • [Coursera](#) • 2025

- Designed effective prompts and AI workflows to automate support tasks and enhance service delivery.

Build Solutions with Power Apps, Power Automate & SharePoint • [Udemy](#) • 2024

- Automated Excel updates and MS Teams reminders via Power Automate to reduce non-compliance.