

JORGE VARGAS

Guadalajara, Jalisco, México · 3323103660

jorge.vargas_ing.t@outlook.com · www.linkedin.com/in/jorge-vargas-439287130 ·

Senior service desk professional with 6 years of experience is seeking for an opportunity to work as service desk in a challenging and professional environment to contribute to the overall success of a company in a position of diverse responsibility which requires strong organizational planning and problem solving.

EXPERIENCE

OCTOBER 2022 – PRESENT

IT SUPPORT, INTUGO – SAPPHIRE SYSTEMS

- Install, configure, and troubleshoot Pulse VPN and manage certificates to ensure secure and reliable remote access for users.
- Perform installations of essential software such as Adobe products, Microsoft Outlook, printer drivers, Java, and more for remote users.
- Troubleshoot and configure email accounts across various devices including iPhones and Android smartphones, ensuring seamless communication.
- Deliver exceptional customer service for incoming requests, services, and incidents, adhering to ITIL best practices using remote-control software for support.
- Create new user accounts in Active Directory (AD), facilitating smooth onboarding experiences for new employees.
- Prepare laptops for new users, including Intune setup, to provide ready-to-use hardware that meets company standards.
- Utilize Microsoft Admin Center to assign software licenses to new users, ensuring they have the tools needed for their roles.
- Employ endpoint administration tools to enroll new devices in Intune, maintaining security and compliance across the organization's mobile devices.
- Webex account creation.

APRIL 2020 -SEPTEMBER 2022

SENIOR SERVICE DESK, HCL – NXP SERVICE DESK

- Provide customer service to incoming caller requests, services, and incidents in an ITIL environment utilizing Bomgar remote control software.
- Record and track all assigned service desk incidents for problem resolution. Ensure all tickets contain accurate information for escalation to upper tiers or applicable teams for further troubleshooting.
- Provide a positive customer-focused service in a high call volume environment while meeting service level agreement standards.
- Support an Active Directory and Microsoft Windows 7 and Windows 10 enterprise environment.
- Install, configure, and troubleshoot Pulse VPN and certificates for remote users.
- Install Adobe, Outlook, Printers, Java, etc. software for remote users.
- Troubleshoot and configure email accounts for users on, iPhone, android.
- Provide a positive customer-focused service in a high call volume environment while meeting service level agreement standard.
- Provide password resets via email and phone.

JULY 2018 – APRIL 2020

SERVICE DESK, TATA CONSULTANCY SERVICES – PEPSICO SERVICE DESK

Provided quality support to the internal PepsiCo users, over 110,000 employees in USA and Canada by troubleshooting and escalating issues to 2nd level support. Deploy and troubleshoot desktop/server/network hardware, operating systems, and applications. Receiving and responding to customer problems received via the ServiceNow, phone, email, chat, and web-based ticketing portal. Monitor tickets escalated to ensure they do not breach SLA. Worked directly with 2nd level support to resolve issues.

- Install, configure, and troubleshoot cisco VPN and certificates for remote users.
- Install Adobe, Outlook, Printers, Java, etc. software for remote users.
- Troubleshoot and configure email accounts for users on, iPhone, android.
- Manage Outages for site down issues by notifying second level support.
- Provide customer service to incoming caller requests, services, and incidents in an ITIL environment utilizing a remote-control software.
- Record and track all assigned service desk incidents for problem resolution. Ensure all tickets contain accurate information for escalation to upper tiers or applicable teams for further troubleshooting.
- Provide a positive customer-focused service in a high call volume environment while meeting service level agreement standards.
- Support an Active Directory and Microsoft Windows 7 and Windows 10 enterprise environment.
- Concur Support: Provide initial support for Concur-related inquiries, including basic troubleshooting and assistance with navigation and functionality within the Concur system.

EDUCATION

BACHELOR OF SOFTWARE DEVELOPMENT AND NETWORK ENGINEERING,

UNIVERSIDAD TECNOLOGIA DE MEXICO, GUADALAJARA JALISCO, MEXICO

APRIL 2023

SKILLS

Technical skills: VPN Configuration and Troubleshooting (Pulse VPN, Cisco VPN, Forti Client), Software Installation and Configuration (Adobe Suite, Microsoft Office, Java), Email Configuration and Troubleshooting (across various devices/platforms), Active Directory Management, Mobile Device Management (Intune, endpoint administration), Network and User Account Troubleshooting, Operating System Support (Windows 7 to Windows 11), Remote Desktop Support (Bomgar, Quick Assist, Team Viewer), Hardware Setup and Configuration (laptops, desktops, printers), Service Desk Ticketing Systems (ServiceNow, ITIL framework), License Management (Microsoft Admin Center), Webex Account Creation and Management, Microsoft MFA, Mimecast, CrowdStrike, Concur.

Hardware: Dell Latitude 5540, 7440, 7430, 7430, Lenovo ThinkPad T Series, MacBook Pro, iPhone, iPad, android devices.

Soft Skills: Problem solving and analytical thinking, ITIL Best Practice Knowledge, SLA Adherence and time management, Incident tracking and escalation.