

Contact

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Tirtha Mishra

IT Helpdesk Technician (Infrastructure, Active Directory / Exchange and O365)

United States

Experience

Pacific Global Shipping

Information Technology Support Specialist

October 2018 - March 2020 (1 year 6 months)

Los Angeles, California, United States

Job Description

- * Daily end user's operation support including (User Management / Workstation Setup) Create /Modify and delete a new user and their mailboxes as well as Teams. Including group setups and email signatures.
- * Exchange Mailbox management and end users outlook support
- * Office365 Management to use Exchange online, OneDrive and Teams
- * Printers Maintenance, all printers in all building updated with user email address and setup auto service email.
- * Meeting Rooms hardware management and support
- * Skype and Teams VoiP Phones, Setup/manage and firmware upgrades
- * Basic Routers (Sonicwall, Cisco), Switch connectivity and Wireless Access Points, Setup and management
- * Experienced in online ticketing system, currently using Freshdesk ticketing system

Delta Global IT

Desktop Support Engineer

July 2017 - October 2018 (1 year 4 months)

Los Angeles, California, United States

Job Description:

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- * Deploy Windows 10 laptops and desktop to multiple customer sites
- * Diagnose software and hardware errors and compatibility issues to provide post deployment support as needed.

- * Documents upgrade requests thoroughly in and associated asset assignment and inventory management.
- * Install, configure, and troubleshoot Windows based operating systems, Microsoft Office 2016 and
- * Internet browsers and adheres to Desktop and End User Computing processes, procedures and policies
- * Help end Users for any issues remotely using TeamViewer and Skype
- * Respond to questions and concerns about service and escalate calls appropriately
- * Supported 25 clients, each client had approx. 10-25 users (Law Firm, Schools and small community hospitals)
- * Migrated on-premises Exchange to Office 365
- * Office 365 Basic Administration for Exchange and Teams
- * Active Directory, Exchange and Teams Management and Administration
- * End user support
- * Windows 7 and 10 operating system
- * Email and Teams support (Outlook and Teams)
- * Basic Network connectivity support (Internet, Intranet, Network drives and VPN)
- * Hardware maintenance support (Dell, Lenovo, HP)
- * Parts replacement, imaging etc.
- * Promptly responded to general inquiries from clients via telephone mail. E-mail.

Education

Tribhuvan University, Institute of Business Management
Intermediate Degree , Business/Commerce, General · (1988 - 1990)