



Prokhor Ryazanov

👤 Profile

Driven student leveraging studies in Cyber Security seeks an opportunity to expand skills and gain valuable real-world experience. Offers strong interpersonal and task prioritization skills. Ready to help team achieve company goals.

📁 Employment History

Help Desk Analyst at HCL, Remote

June 2021 — October 2023

Provide customer, technical and software support for Pfizer clinical trials.

Gather pertinent data, identify, and evaluate options and recommend effective course of action to solve a technical issue.

Assist customers with troubleshooting issues encountered while using software, providing actionable tips to resolve problems.

Use ticketing systems to manage and process support actions and requests.

Senior Help Desk Analyst at HCL , Remote

October 2023 — Present

Manage and coordinate a team of level 1 technicians.

Provide assistance and share knowledge and experience with level 1 technicians.

Perform Quality Check and Quality Assurance.

🎓 Education

Bachelor of Applied Computer Sciences, Howest University, Brugge

September 2021 — Present

Georgi Benkovski Sports School, Varna

September 2016 — June 2021

★ Awards

4x National Boxing Champion

Winner and Medalist of AIBA and EUBC Boxing Tournaments

★ Certificates

Cambridge English: First (FCE)

January 2017

Details

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Skills

Cyber Security

Computer Science

Languages

English

Russian

Bulgarian

Slovene

Spanish