

RAZIUDDIN MOHAMMED

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IT SUPPORT | CCNA | SECURITY+

SUMMARY

Solution-driven IT professional with 2+ years of experience in technical support, network troubleshooting, and helpdesk operations. Proficient in TCP/IP, routing protocols (OSPF, EIGRP), VLAN configurations, and ITSM tools (JIRA). Resolved 85%+ of technical issues on the first contact and managed 20+ daily tickets while maintaining SLA compliance. Hands-on expertise in Active Directory, Windows Server, and virtualization (VMware, Hyper-V), with experience deploying and configuring 50+ devices. Proven track record of reducing resolution times by 30% through process improvements and creating knowledge base resources.

PROFESSIONAL EXPERIENCE

Technical Support Analyst | Concentrix (Under Intuit QuickBooks Online Program), Belleville, ON April 2025 - Present

- Manage 15+ daily inbound calls via Salesforce CRM for QuickBooks Online SaaS technical support, achieving 90%+ customer satisfaction ratings.
- Diagnose complex technical issues through strategic questioning and root cause analysis, delivering 85% first-call resolution rate.
- Resolved 95% of technical issues within SLA by leveraging SharePoint-hosted knowledge base and support articles for efficient troubleshooting.
- Maintain high quality assurance scores through exceptional customer service, demonstrating extreme ownership and empathy in all client interactions.
- Document 100% of customer cases, ensuring accurate case tracking and resolution history for seamless follow-up support.
- Secure remote access to client environments and tools via Palo Alto Global Connect VPN, maintaining network security compliance while delivering technical support solutions.

Technical Support Analyst | Sound Marketing Inc., Pickering, ON January - August 2024

- Resolved 90% of hardware, software, network, and SaaS-related issues while managing 20+ daily tickets in JIRA.
- Collaborated with the team using Microsoft Teams and Slack to escalate complex cases and prioritize tickets, ensuring timely and accurate resolution.
- Provided multi-channel support (phone, email, chat), achieving an 85% first-contact resolution rate and ensuring timely follow-up.
- Performed remote troubleshooting and support using AnyDesk, reducing on-site visits by 25%.
- Deployed 20+ Windows 10/11 devices, maintaining accurate hardware and software inventory in SCCM.
- Created and maintained a Confluence-based knowledge base of 40+ solutions, reducing average resolution time by 30%.

Customer Service Representative | Petro Canada, Pickering, ON January - December 2023

- Maintained 99% uptime of POS systems by swiftly troubleshooting and resolving issues.
- Managed multiple responsibilities including transactions, customer inquiries, and inventory tracking.
- Demonstrated resilience and problem-solving under high-pressure situations.

IT Help Desk Support | KhudraSoft, India January - December 2022

- Resolved 25+ daily technical support requests via ServiceNow, providing first-line troubleshooting and escalating complex issues.
- Managed 100+ weekly service tickets, maintaining SLA compliance and high on-time resolution rate.
- Deployed and configured 40+ workstations and peripherals, ensuring system integration and standards compliance.
- Troubleshot network and system issues, increasing uptime by 20% and reducing recurring problems.
- Logged support interactions and maintained documentation, boosting team efficiency by 15% and reducing response time by 20%.
- Assisted with software installations, upgrades, and maintenance on employee workstations.

Technical Support Intern | Pantech E-learning, India June - November 2021

- Provided support for software installations and network troubleshooting, enhancing system efficiency.
- Tracked and resolved technical issues using JIRA, ensuring timely resolution.
- Automated tasks with Python scripts, boosting productivity by 15% and suggesting process improvements.
- Resolved end-user issues with system performance and software errors, ensuring minimal downtime.

SKILLS

Technical Skills: Proficient in TCP/IP, OSPF, EIGRP, VLAN, LAN/WAN, DNS, DHCP, Active Directory, Windows Server, VMware, Hyper-V, Azure, AWS, Firewalls, VPNs, SSH, EDR (OpenEDR), Wireshark, TCPDump, Python, PowerShell, Bash, Salesforce CRM, Amazon Connect (CCP), ITSM tools (JIRA, ServiceNow), Troubleshooting Computer Systems, Software and Hardware Support, Linux, Mac OS, Microsoft Office, SharePoint, Technical Documentation, Data Backup and Recovery.

Soft Skills: Communication, Problem-Solving, Adaptability, Customer Service, Teamwork, Time Management, Multi-Tasking

EDUCATION

Advanced Diploma in Computer Systems Technology-Networking

Centennial College, Toronto, ON

Bachelor of Information Technology

Osmania University, India

CERTIFICATIONS

CompTIA Security+, CompTIA

January 2025 – January 2028

Microsoft Azure Fundamentals (AZ-900), Microsoft

December 2024

Cisco Certified Network Associate (CCNA), Cisco Systems

July 2024 - July 2027