

Jalees Moeen

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OVERVIEW

Looking for a position as a Technical Support analyst where I may use my exceptional troubleshooting skills and knowledge.

SKILLS

- ❑ More than 4 years of overall experience in the field of Information Technology.
- ❑ In Depth experience in upgrading, configuration, troubleshooting, and support of PC's and laptop.
- ❑ Restoration of previous versions, Backups.
- ❑ Experience working with Windows 10 Applications.
- ❑ Understanding of networking concepts such as DNS, DHCP, Group Policies, TCP/IP protocols and applications.
- ❑ Knowledge of Windows Domains.
- ❑ Environment: Office 365, SharePoint.
- ❑ Strong knowledge of Internet Explorer 11 / Google chrome.
- ❑ Detail oriented with excellent analytical, troubleshooting and problem solving abilities.

PROFESSIONAL EXPERIENCE

Roshan Consulting Services, ON

IT Service Desk Analyst II – Contract Full-time

March 2024 - August 2024

- ❑ Provide help Desk support for global customers. Troubleshoots all incidents that come into the IT Service Desk. Triage/troubleshooting respective hardware and software, e-mail, network, and peripheral equipment problems; makes repairs and corrections where required.
- ❑ Troubleshoot and configure computer peripherals such as printers and scanners.
- ❑ Makes hardware and software acquisition recommendations, including helping users assess requirements and providing justification for equipment and services.
- ❑ Follows documented operational procedures for the production operation of all monitored systems and software.
- ❑ Promptly creates and documents all incident tickets for all reports of information system problems including system unavailability, unacceptable response time.
- ❑ Manage, document, and report computers inventory.
- ❑ Wireless network support

Toyota Motor Corporation

IT Analyst II – Permanent Full-time

September 2021 – May 2023

- ❑ Performed second level end-user support via ticketing system, Microsoft Team, and TeamViewer.
- ❑ Channeled and escalated technically complex problems to the appropriate resources.
- ❑ Performed computer equipment repairs, managed network printers and wireless connectivity.
- ❑ Successful implementation of the Point-of-Sale system in dealerships.
- ❑ Identified when off-site repairs are required and coordinated with third party vendors.
- ❑ Contributed ideas and solutions to IT Services issues at large.
- ❑ Ensured warranty and registration requirements are fulfilled.
- ❑ Provided Android/iPhone support and front-line telephone support.
- ❑ Created procedures for users and other technical procedures for best practices.
- ❑ Performed regular audits on IT systems to ensure accurate Time & Attendance records.

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The Grand Atrium

IT Support Executive – Permanent Full-time

March 2021 – August 2021

- ❑ Provided technical assistance and support to troubleshoot all hardware, software, and basic network issues submitted via ServiceNow.
- ❑ Deployed and set up new computers, and printers for users.
- ❑ Installed and upgraded computer components.
- ❑ Maintained supported computer inventory of hardware in the Asset management database.
- ❑ Purchased computers and other equipment from preferred vendors.
- ❑ Reset user's email profile.
- ❑ Trained end users on new and existing software.

D.engage, London, UK

Technical Services Executive – Contract Full-time

December 2020 – February 2021

- ❑ Resolved Technical incidents submitted via phone, email, and Ticketing system.
- ❑ Responsible for trouble shooting and installation of Custom Applications.
- ❑ On boarding of new employees.
- ❑ Demonstrated superior relationship building skills in establishing rapport with clients and stakeholders, resulting in increased trust and collaboration.
- ❑ Followed up on tickets, escalated more involved problems to the appropriate support teams.

EDUCATION

Bachelor's in software engineering

September 2016 – August 2020