

PARTH DATWANI

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OBJECTIVE

IT Service Desk Analyst with 1+ years of experience in IT support and over 3 years in customer service, seeking a full-time position at Brandbank Group to provide exceptional first-level support and contribute to efficient IT operations.

SKILLS

| | |
|-------------------------|---|
| Technical Skills | Microsoft Intune, Windows 10, VPN, Remote Desktop, Dynamics 365, Power BI |
| Soft Skills | Problem-solving, Customer Service, SLA Adherence, Communication, Team Collaboration |
| Competencies | ITIL Processes, Incident Resolution, Call Management, Endpoint Management |

EDUCATION

Bachelor of Information Technology, Federation University Sept 2022
Specialisation: Big Data Analysis

Professional Year Certificate, Monash College Jan 2024

EXPERIENCE

First Contact Support Advisor June 2024 – November 2024
Concentrix, Ballarat, VIC

- Delivered exceptional customer service for superannuation-related inquiries using Dynamics 365, ensuring SLA adherence.
- Diagnosed and resolved account discrepancies, collaborating with teams to enhance efficiency.
- Created documentation to streamline support operations and trained peers on new procedures.
- Learned advanced CRM skills to improve response accuracy and speed.
- Conducted research and supported ATO-compliance requests, ensuring data integrity.

Level 1 Helpdesk Technician April 2023 – May 2024
PlusIT, Ballarat, VIC

- Provided desktop support for over 50 users, troubleshooting hardware, software, and network issues.
- Monitored incidents and service requests using ITIL-aligned ticketing systems.
- Configured Cisco Meraki dashboards to improve network monitoring and management.
- Set up secure VPN connections for remote users, ensuring uninterrupted workflows.
- Supported Microsoft ecosystems, including Windows and Office 365 environments.

Business Analyst Intern May 2022 – October 2022
Bijak.AI, Remote

- Developed Power BI dashboards, improving stakeholder reporting efficiency by 25
- Analyzed datasets using SQL to identify trends and provide actionable insights.
- Created data visualisation templates to support strategic decision-making.
- Collaborated with cross-functional teams to define and scope data-driven projects.

CERTIFICATIONS

- Microsoft Power BI Data Analyst (**PL-300**) January 2024
- Microsoft Azure Fundamentals (**AZ-900**) December 2023
- Microsoft 365 Admin Fundamentals (**MS-900**) December 2023