S H R A D D H A B A H E T I

S K I L L S

- ServiceNow Management
- Active Directory
- Customer service
- Technical issues analysis
- MS office
- Software installation
- Troubleshooting
- Customer Relationship
- Team work

BADGES

Advance Delivery Explorer.
Interskills- Coaching and Mentoring
for technical Specialist.
Interskills – Cloud Fundamentals.

C O N T A C T

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P R O F I L E

I'm an experienced and knowledgeable IT support technician having keen understanding of the skills required assisting customers with various hardware and software related issues. Provided in-depth technical support to clients at a Tier 2 level, solving 99.2% of issues without transferring to Tier 3 support. Seeking to achieve objective of the company with the implementation of innovative ideas, creativity and skills.

E X P E R I E N C E

Kyndryl Indian Private Limited (Nov 2021 - Present)

- Supported customers with basic technical support for current and past software releases.

- Assisted clients with general support for hardware, peripherals, network connections, and external software

- Escalated help desk tickets to Level 2/ Tier 2 support when outside the scope of L1/T1 technician support.

- Assisted customers with more difficult technical issues requiring a greater level of personalized care and in greater length.

- Escalated support desk tickets to Level 3 in the most crucial circumstances and after considerable time had been spent on a single ticket.

- Onboarded and trained all incoming junior tech support specialists.

- Solved 99.2% of Level 2 tech support tickets without needing to escalate to Level 3 tech support engineers.

- Has deep knowledge of ticket creating and handling process on ServiceNow Management tool.

- Supporting the roll – out of new applications.

- Setting with new user accounts and profiles and deal with password issues.

- Talk staff or clients through a series of actions, either phone or chat, to help set up systems or resolve issues.

- Working continuously on a task until completion.

- Prioritizing and managing many open cases at one time.

- Establishing a good working relationship with customers and other clients.

- Substantial experience in Customer Account Management.

- Providing support, including procedural documentation and relevant reports.

- Handled ITIL Position in team.

- Perform advance root cause analysis and develops checklists for typical problems.

IBM Indian Private Limited (Mar 2021- Sep 2021)

- Installing and configuring computer hardware operating systems and applications.

- Monitoring and Maintaining computer systems and network.

- Talk staff or clients through a series of actions, either phone or chat, to help set up systems or resolve issues.

- Troubleshooting system and network problems, diagnosing and solving hardware or software faults.

- Achieved IBM Super learner tag.

C E R T I F I C A T E

- *Identity and Access Management*

- *Azure Active Directory Fundamentals*

- *Active Directory Web services*

- *Cloud Security with MS Azure*

- *Azure Deep drive*

- *Linux*

- *Amazon Web Services*

- *CCNA*

I N T E R N S H I P

ZETRON PVT LTD |APR 2018 - AUG 2018 | MUMBAI

- ❖ **CCNA**

- Network infrastructure designed and implemented on Cisco Packet tracer.

- Routing Protocols OSPF, EIGRP, RIP.

- LAN technologies Vlan and Ether channel.

- Infrastructure service DHCP.

- ❖ .**Amazon Web Services**

  Hosting a static website using EC2 instance, Route 53 and amazon S3 Bucket.

EDUCATION

BACHELOR OF TECHNOLOGY| 2016 - 2020
ARYA COLLEGE OF ENGINEERING AND RESEARCH CENTER, JAIPUR (RAJ.)
Completed B.Tech (Honours) in computer Science Branch.