Pranav Salgotra

Technical Support Specialist

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Profile

Highly skilled technical support specialist with exceptional problem-solving abilities and a strong focus on customer satisfaction. Experienced in providing timely and effective technical assistance to end-users, resolving hardware and software issues. Seeking a challenging role to utilize my expertise and contribute to a dynamic team.

Software Skills

- **Programming skills:** C++, SQL, MongoDB, Python, JavaScript, HTML, CSS, PHP
- **Technical skills:** QT, VS Code, SQL Developer, Atom, Code Blocks, Unity
- **Computer skills:** MS Office; OS: Mac, Windows 11/10/8/Server2012-2022

Work Experience

Transcom

Technical support specialist subject matter expert (SME), North America   **April 2022 - Present**

- Providing support to users all over North America.
- Handling requests for resets, VPN management.
- Provide technical support and troubleshooting assistance to customers via phone, email, or chat
- Diagnose and resolve technical issues related to products, software, and services
- Collaborate with other support teams, engineers, and cross-functional teams to identify and resolve complex technical issues.
- Handling requests for hands on services like repairs and visual assistance.
- Reporting software issues to management and development teams.
- Maintaining excellent logs with all the details that are relevant to the case.

Bank Of Montreal

Technical support specialist, United States   **February 2022 - April 2022**

- Provide technical support to BMO employees, including hardware, software, networking, and mobile devices
- Showed Proficiency in Microsoft Windows and Office, Active Directory, and mobile device management
- Diagnose and resolve technical issues, escalating to other support teams or vendors as needed
- Install, configure, and maintain hardware and software for desktops, laptops, and mobile devices
- Collaborate with other IT teams to ensure consistent and efficient support for BMO employees
- Monitor and maintain IT infrastructure, including servers, network devices, and printers

Klarna

Technical Support, Columbus, Ohio, US   **September 2021 – February 2022**

- ♦ Provided and processed information in response to inquiries, concerns, and requests about products and services.
- ♦ Guided customers through complicated steps and educated them about the application.
- ♦ Provided answers to clients by identifying problems, researched answers, entered necessary commands.
- ♦ Evaluated, prioritized and responded to the service requests with a resolution.
- ♦ Performed analysis and diagnosis of routine PC problems for end user, recommended and implemented solutions.

Student Management Software

Project, Montreal, Quebec, CA   **March 2021 – July 2021**

- ♦ Created a virtual environment consisting of five virtual machines – Router, DNS, Webserver, Client 1, Client 2 by using virtual Box and windows 8.1, 10, Server.
- ♦ Managed ADDS and client information and access.
- ♦ Installed and configured the machines giving access of the web application that I built using PHP, CSS, and HTML to the clients.
- ♦ Tested the functionality of the application through both manual and automated testing techniques with Python and Selenium languages.
- ♦ Created incident reports and documentation of all the bugs found.
- ♦ Created multiple test cases and reports documented them properly.

Shadex

QA and Testing Associate, Toronto, Ontario, CA   **September 2020 – September 2021**

- ♦ Ensured the products meet functional and design specifications.
- ♦ Reported any observed quality issues to the senior management in the product.
- ♦ Complied with all established testing guidelines and perimeters.
- ♦ Maintained a detailed account of all quality testing results.

Education

Matrix College of Management Technology and Healthcare Inc.   **Jan 2020 – Aug 2021**
(Diploma in Computer Science Technology – Software Testing)   **3.7/4 GPA**
Montreal, Quebec, CA

Summary of Skills

- ♦ Creating test cases from gathered requirements.
- ♦ Gathering and reviewing business and functional requirements.

- Excellent attention to detail and great problem solving skills.
- Good understanding of SDLC and methodologies like waterfall, agile and iterative.
- Strong ability to work in a computerized environment and to multi-task simultaneously.
- Ability to manage network Firewall policies and manage migration to new platforms.
- Exceptional communication, collaboration, relationship building and intercultural skills.
- Technical troubleshooting
- Customer service
- Problem-solving
- Communication
- Hardware and software support
- Knowledge base documentation
- Ticket management
- Remote desktop support
- Active listening
- Analytical thinking
- Adaptability
- Time management
- Attention to detail
- Multitasking
- Continuous learning