Pranav Salgotra

Technical Support Specialist

Contact Information

Brampton, ON
(437) 260 - 5009
pranav@pranavsalgotra.com

Skills

C++

Python

Networking

SQL

Unreal engine

Unity

Windows, macOS, Linux, Server

Problem-solving

Communication

Adaptability

Attention to detail

Analytical thinking

Customer service

Time management

Employment History

Technical Support Specialist - Subject matter expert (SME)

Transcom   April 2022 – Present

- 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
- Document and communicate technical solutions to customers and internal teams
- Continuously update technical knowledge and skills to stay up-to-date with the latest products and technologies
- Deliver exceptional customer service that reflects Transcom's commitment to customer satisfaction

Technical Support Specialist

Bank of Montreal   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

Technical Support Specialist

Klarna   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 Develop and maintain documentation for IT procedures, standards, and policies.
- Deliver exceptional customer service that reflects Klarna's commitment to customer satisfaction.

Student Management Project

Matrix College   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.

QA and Testing Associate

Shadex   September 2020 – September 2020

- Develop and execute test cases, scripts, and plans for Shadex products.
- Collaborate with cross-functional teams, including developers, product managers, and customer support, to ensure high-quality products and features
- Identify, document, and report defects and issues using issue tracking tools.
- Continuously update knowledge and skills related to quality assurance.
- Maintain and update documentation related to testing and quality assurance processes.
- Participate in the release and deployment process to ensure successful product launches.

Education

Matrix College   **Jan 2020 – Aug 2021**
of Management Technology and Healthcare Inc.

Diploma in Computer Science Technology – Software Testing   **3.7/4 GPA**
Montreal, Quebec, CA