SATYAM PANDEY

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PROFFESSIONAL SUMMARY

Experienced IT Support Professional with 1+ year of hands-on experience in desktop support, troubleshooting Microsoft products, and resolving complex technical issues. Proven track record in hardware diagnostics, network troubleshooting, software installations, and security solutions including Zscaler. Known for excellent problem-solving abilities, strong communication skills, and ability to work effectively under pressure while delivering exceptional customer service.

EDUCATION

Thakur College of Science and Commerce
BSCITSGPA:**7.60 SGPA**
<div align="right">Mumbai, India
August 2021-March 2024</div>

Kirti College
12th(HSC) Science:**80.67%**
<div align="right">Mumbai, India
August 2019-March 2021</div>

Kamla High School
10th (SSC) :**60%**
<div align="right">Mumbai, India
August 2018-March 2019</div>

EXPERIENCE

IT Support Associate

Allied Digital Services | July 2024 - Present

- **Microsoft Products Support**: Provide comprehensive technical assistance for Microsoft Office Suite, Windows OS, Hardware Issues, resolving 95% of issues on first contact
- **Hardware Troubleshooting**: Diagnose and resolve desktop, laptop, printer, and peripheral hardware issues including component replacement and system optimization
- **Network Issue Resolution**: Troubleshoot network connectivity problems, VPN configurations, DNS issues, and wireless network setup across multiple environments
- **Zscaler Security Solutions**: Configure and troubleshoot Zscaler internet security, cloud firewall, and web filtering policies for secure remote access
- **Software Issue Management**: Install, configure, and troubleshoot various software applications, perform updates, and resolve compatibility issues
- **User Account Management**: Manage user accounts, permissions, and access controls while ensuring security compliance
- **Documentation & Reporting**: Maintain detailed records of issues, solutions, and system configurations using ticketing systems

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SKILLS SUMMARY

CORE COMPETENCIES

- **Technical Troubleshooting -** Expert in diagnosing and resolving complex IT issues
- **Customer Service -** Strong communication skills with focus on user experience
- **Problem Solving -** Analytical approach to identifying root causes and solutions
- **Time Management -** Efficiently handle multiple tickets while meeting SLA requirement
- **Team Collaboration -** Work effectively with cross-functional teams and IT departments
- **Continuous Learning -** Stay updated with latest technologies and security practices