

Siddharth Rai

sidharthrai.ra33@gmail.com | 0452643709

Sydney, Australia 2135

SUMMARY

Personable and dedicated helpdesk officer with 1 year experience and internal drive to deliver excellence. Well-versed in Networking, Windows, Server and Windows Active Directory, works well independently or in a group setting, providing all facets of computer help desk support such as: analyzing, troubleshooting, installations and maintenance. Eager to bring knowledge to support business and customer needs. Dependable, reliable, eager to learn and grow in this field.

CERTIFICATIONS

Cisco Certified Network Associate (CCNA)

SKILLS

- Windows Server: AD, Drivers, Software deploy, Group policy, DNS, DHCP, SCCM, Printer server, Server backup.
- Windows 10/11: CMD, Troubleshoot, BSOD issue, Files recover, Bootable USB, Outlook.
- Cloud: Microsoft Azure, Microsoft 365, SharePoint online, Exchange online.
- Virtualization: VMware, Virtual Box.
- Networking: CCNA, Virtual servers, Packet Tracer, Basic TCP/IP, VPN, Routing, Port-forwarding.
- Ticketing system: Freshdesk.
- System Backup: Veeam.
- Remote support: RDP, TeamViewer, MS Teams, Zoom.
- Microsoft 365: Word, Excel, Outlook, Notes, teams.

EXPERIENCE

Helpdesk Officer

Brennan IT(January-December) 2022, Sydney, New South Wales

- Provided computer help desk support via telephone, face to face and remote desktop communication with end-users utilizing customer service techniques and strong communication skills.
- Configured Microsoft 365 tasks such as: connecting to a domain, Azure AD, issuing license, creating an Alias, managing mail permissions, Automatic replies, email forwarding, creating group and group emails and many more.
- Troubleshoot windows 10 issues like: blue screen of death, local admin account's password recovery, Outlook issues, slow internet and network adaptor issue, wireless connectivity issue, windows reboot and so on.

- Experienced in working with Azure tasks such as: uploading local server to a cloud, adding up users and guest users, setting MFA, Subscriptions, setting up self-service password reset options, managing storage accounts, creating custom roles, providing access control (IAM), tags, Mapping a network drive and so on.
- Familiar with the Backup and disaster recovery technologies, VOIP, and ITIL framework.
- Performed hardware and software troubleshooting, maintenance, installation and work with the SLA as per the company requirements.
- Experienced with supporting, Desktops, Firewalls, Networks, and Mobile device.
- Troubleshoot the issues related to the SharePoint, OneDrive, Teams, Skype, Zoom as well as desktop.
- Familiar with ticket system like: Freshdesk that converts requests coming in via email, web, phone, chat and social into tickets and unifies ticket resolution across channels.
- Identifying the issue in depth and accumulating the relevant information before escalating to the higher department.
- Configured the Windows server 2019 and its tasks like: Setting up domain controller, managing active directory domain services, creating users, OU and groups, managing permissions, creating a home and network drive, deploying software, managing DHCP, DNS, ADC, group policy, print server and many more.
- Implemented group policy tasks such as: Desktop wallpapers, legal messages, Account lock policy, password policy, software deployment, Blocking URLs and many more.
- Diagnosed and corrected first level networking issues and general Router/Network management with experience in port forwarding/security/VPN.
- Experience in supporting PC/LAN issues in a Level 1 capacity including phone and conference rooms setup/support, Network Printers and Scanners, Microsoft Windows based applications, Operating Systems and Office Suite 2019+
- Outlook configuration like: setting up the outlook for new users, adding a second email, creating backup, Signatures setup, Auto replies setup, bulk emails, troubleshooting, adding the plug-ins like zoom, drobox, slack and many more.

Customer Service Representative

Coles (November 2021- July 2022) | Sydney, New South Wales

- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Followed up with customers regarding product functionality and overall satisfaction.
- Responded to telephone inquiries and complaints following standard operating procedures.
- Informed customers about billing procedures, processed payments, and provided payment option setup assistance.
- Set up and activated customer accounts to maintain QA satisfaction levels.
- Educated customers on special pricing opportunities and company offerings.

EDUCATION AND TRAINING

Bachelors: Information Technology

Kings Own Institute | Sydney | 2022

REFERENCE

Available on request