

Level 2 Service Desk Analyst Level 2 Service Desk Analyst Level 2 Service Desk Analyst - C3i Solutions Wilkes-Barre, PA Work Experience Level 2 Service Desk Analyst C3i Solutions - Pittston, PA October 2017 to Present Act as a reference for all applications, hardware and processes for multiple supported clients, while retaining proficiency in each. Assist management in daily incident and reported issue monitoring. Documenting recommendations for troubleshooting and assuring Service Desk Analyst I awareness. Be knowledgeable in technical issues and resolutions in commercial and proprietary hardware and software. Act as a liaison between the Service Desk, client support teams and 3rd party vendor services to ensure timely resolution of reported incidents.

Proactively identify trending problems and develop solutions. Contribute current information to knowledge distribution channels and update information. Retain familiarity of Subject Matter Expert and Level 1 Technician functions in order to assume responsibility in case of absence. Coordinate available personnel to ensure coverage of incoming interactions. Perform customer support related tasks and special projects as assigned by management. Application Security Management Analyst C3i Solutions - Pittston, PA August 2015 to September 2016 Perform Network Access Security. Administer end-user access which includes the creation, modifications and terminations of network accounts. Perform security access control (user administration). Manage security access to and within applications so that the appropriate people/groups have the correct access/update levels to the appropriate applications and associated functions in systems and applications. Perform End User access administration support. Maintain end user access procedures and access rights for responsible functions performed. Review and process all end user access requests in ticket tracking system. Monitor critical and high priority incidents & requests to ensure resolution within communicated Service Levels. Assess reported incidents and requests and as necessary, work directly with Sanofi service partners for escalation and timely issue resolution. Assist Service Desk Management with reporting, analysis or testing tasks. Contribute current technical information and best practices to the knowledge base. Liaise with IS and business partners to ensure timely resolution of incidents and requests within Service Levels. Act as an escalation point for the Service Desk, Service Desk management, On-Site Support, On-Site

Support management and other IS Business Analysts for access related issues/requests. Maintain a working knowledge of all systems and how they interact to support the business. Other duties as assigned by management. Level 1 Service Desk Analyst C3i Solutions - Pittston, PA June 2014 to August 2015 Receive all calls and e-mails on IT incidents or requests. Incident recording, classification, prioritization, and escalation. Lead multiple simultaneous problem management processes. Communicate with clients and IT teams on the progress of service requests. Troubleshoot client hardware and software issues. Work with clients via phone and email to provide guidance, troubleshooting, informal training, and assistance with applications or hardware. Assist users with account questions, passwords, and validity issues. Documentation Writing and Knowledge base Management. Create Installation and Support Documentation for IS supported systems. Update and maintain IS Knowledge/solution databases. Create management reports to monitor service levels versus service goals. Analysis of requests to determine trends and calling patterns, then making recommendations to improve service levels. IT Analyst Intern RIG Financial Solutions - Lebanon, PA May 2013 to July 2013 Troubleshoot hardware and software issues. Provide recommendations for IT infrastructure and services. Research new products and services to implement in the environment. Streamline business process to provide more efficient service to clients. Maintain and update client information databases. Machine Operator Schneider's Electric - Leesport, PA August 2012 to October 2012 Operate and maintain various CNC machines. Provide basic maintenance of workplace while escalating and providing descriptions of more complex issues to specialized maintenance teams. Fabricate parts accordance with drawings, standard work documents, technical reference orders, technical manuals, technical orders, etc. Fabricate and overhaul, switch boxes and power distribution boxes. Assist other operators to fulfill orders in a timely fashion. Education B.S. in Information Sciences and Technology in Other Experience & Skills Pennsylvania State University - Reading, PA August 2010 to May 2014 Skills Desktop Support, Active Directory, Help Desk, Tech Support

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