End User Support Analyst End User Support Analyst Information Technology Specialist Macedonia, OH Obtain a Computer related work assignment Work Experience End User Support Analyst Progressive - Mayfield Heights, OH November 2018 to Present   Take around 25-40 Calls per day troubleshooting various issues   Use Remedy Ticket System to document calls   Work with existing systems to track and manage requests and issues.   Analyze, document, and recommend improvements to existing workflows, processes, and standards Information Technology Specialist powered by GE - Cleveland, OH June 2016 to April 2018   Received Help Desk Calls Worldwide to trouble shoot software problems   Work on Various Accounts - Globally such as Walmart, Walgreens, Sobeys, Lowes etc.   Implement robust productivity systems/processes   Developed reporting methodologies   IT Tools/Maintenance such as Smartsheets, Quickbase, Macros, SAP Lumira, etc. IT Security Analyst Professional Apprentice Sherwin-Williams - Cleveland, OH September 2015 to May 2016   Cyber Security, Vulnerability scanning, intrusion detection/prevention monitoring, importing firewalls   Used a Ticket System to help setup RSA tokens and trouble shoot software and hardware   Assigned various IT related projects, problem resolution, and working on a team.   Work with existing systems to track and manage requests and issues.   Analyze, document, and recommend improvements to existing workflows, processes, and standards. Acquisition & Deployment IT Co-op Pepperl + Fuchs - Twinsburg, OH October 2014 to October 2015 Twinsburg, Ohio   IT Co-op October 2014-October 2015   Used Remedy Ticket system to troubleshoot software programs and hardware issues received about 15-20 calls a day   Assigned various IT related projects   VPN to fix clients issues, help install servers, setup computers for employees   Help desk tickets for internal and external employees Advanced Repair Agent Geek Squad - Macedonia, OH July 2012 to August 2015   Diagnosed computers for problems and came up with a solution to fix them   Replaced hard drives, installed programs, memory and windows XP/Vista/7/8 certified   Learned to deal with frustrated customers and improve people skills   Basic troubleshooting in all OS on computers, tablets, and phones   Activities and Involvement Indian American Association Member   Sikh Temple Volunteer 2003-Present   Hash tag Lunch Bag Akron Volunteer   Volunteer at First Robotics Competition in Solon   Buckeye Bhangra Member

2010-2012 Education Bachelor of Business Administration in Information Systems Management in Information Systems Management The University of Akron, College of Business Administration - Akron, OH September 2012 to May 2016 Skills Excel (7 years), Linux (1 year), Mac (7 years), Mac OS (7 years), Microsoft Word (7 years), PowerPoint (7 years), Word (7 years), Windows (10+ years), Technical Support (7 years), Active Directory (3 years), Networking, Customer Service, Microsoft Office (7 years), Windows 7 (8 years), access, Security (2 years), Vmware (2 years), Javascript, Sales Links https://www.linkedin.com/in/manbir-kheira-7a174098/

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