

DEEP PATEL

47 LACKLAND AVE, PISCATAWAY,
NJ 08854

Personal info

Phone:
(908) 720-0932

Email:
deep Patel712@outlook.com

Address:
47 Lackland Ave, Piscataway, NJ
08854

Skills

Machine Learning

Symantec Endpoint Protection

Python

Technical Support

MS Office expert

Desktop support

Decision Making

Technical issues analysis

Software diagnosis



Professional Summary

Detail-oriented service desk analyst with extensive experience in telecommunications, retail and customer service. Troubleshoots highly technical, complex issues with ease and patience. Delivers Tier 2 and 3 support knowledge.



Education

DeVry University, NJ

Bachelor of Science, Computer Information Systems, Dec. 2021



Employment history

Service Desk Analyst, BeyondTrust. (Remote), CA

Jun. 2021 – Jan. 2022

- Responded to user operational issues with desktop computers, laptops and mobile electronic devices to enable problem resolution.
- Entered service tickets into incident tracking system to facilitate faster problem identification and resolution.
- Attended weekly team meetings to enhance product and service knowledge and gain insight into beneficial issue resolution strategies.
- Support and enforce security, policies, and procedures.
- Manage and maintain Information Technology Infrastructure.
- Responds to telephone calls, emails, or support tickets for technical support.
- Remote support of technologies and computer systems.

Front End Team Lead, Walmart. Piscataway, NJ

Nov. 2016 – May. 2021

- Develop training materials and procedures, or train users in the proper use of hardware or software.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- create schedules, perform evaluations, disciplinary actions and general concerns.
- provide training and guidance to associates.
- answer management calls involving customer service and resolving customer concerns.