

Achin Mandotia

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Experience Summary

- More than 2 year of experience for desktop support in fortune 500 similar organizations like Chevron, BHP, and secondment in WesTrac, AMP.
- Experience with multiple simultaneous operations (SIMOPS) projects.
- Extensive knowledge in desktop hardware and firmware support for Lenovo and Dell.
- Enhanced by proficiency in supporting users with various operating system issues related to Windows XP, Windows 7 and Windows 10 operating systems.
- Good experience in mass SOE deployment for hardware refresh at an enterprise level inclusive of management and SOE deployment via SCCM.
- Strong troubleshooting skills demonstrated during projects and was awarded for it by Chevron and Save The Children organization.
- Sound experience in deployment of Windows 10 with extensive usage of IPv4, DHCP and SCCM.
- Good knowledge in documenting standards and processes followed by best practices and improvement in a process related to SOE management.
- Hands on experience supporting Microsoft Exchange, MS office 365, Active Directory and other Microsoft products.
- Hands on experience with mobile device support.
- Always prioritized to comply with work safety and safe working environment.
- Very inquisitive and eager to learn new technologies and advancement in products.
- Excellent Oral and written communication skills.

Project Experience

Duration: April 2019 – June 2019

Employer: BHP Billiton

Role: Field Support technician (FIFO)

Responsibilities:

- Provide support for troubleshooting issues using privileged account
- Raise incidents and give local/remote support
- Create, modify and delete active directory computer objects
- Build/image new machines via VLAN
- Add application groups to AD
- Deploy SOE for mass hardware refresh project for Windows 10
- Escalate issues to external vendors related to Office 365
- Delete user registered devices from Azure AD

- Push user specific applications via SCCM to machines
- Check for application readiness for Windows 10 in Splunk
- Manage hardware inventory in ServiceNow
- Execute reports in ServiceNow for allocation of machines
- Execute PowerShell scripts for data transfer

Duration: March 2018 – March 2019

Employer: DXC Technology, Perth, WA

Client: Chevron, Perth, WA.

Project: Desktop Support Operations

Role: Level 2 Desktop Support

Responsibilities:

- Provided support for more than 3000 employees.
- Deployed SOE for mass hardware refresh project for Windows 10.
- Provided support for SOE management.
- Provided support for office 365 and Active directory.
- Configured Cisco phones according to user profile and patched network ports.
- Provided support for desktop management updates and support.
- Managed service support tickets.
- Troubleshooted issues related to hardware and software.
- Set up workstation desks and maintained hardware inventory.
- Coordinated with overseas teams for problem resolution.
- Enrolled and configured mobile devices for MDM.

Duration: 21 January 2019 – 27 January 2019 (1 week)

Employer: DXC Technology, Perth, WA

Client: AMP Subiaco, Perth, WA.

Project: Hardware refresh

Role: Desktop Support technician

Responsibilities:

- Provided support for a hardware refresh project from desktop PC to laptops.
- Provided support for copying outlook PST files to new machines.
- Installed desktop applications manually or via DHCP server.
- Enrolled and configured mobile devices for MDM.

Duration: 14 January 2019 – 20 January 2019 (1 week)

Employer: DXC Technology, Perth, WA

Client: Westrac, Perth, WA.

Project: Legacy machine OS upgrade

Role: Desktop Support technician

Responsibilities:

- Deployed Windows 10 on legacy machines with windows 7.
- Imaged new machines with the company image via DHCP server.
- Assisted in SOE management.
- Troubleshooted issues related to hardware.

Duration: 1 December 2018 – 13 January 2019 (1.5 months)

Employer: DXC Technology, Perth, WA

Client: Chevron, Barrow Island, WA.

Project: Desktop Support Operations (FIFO)

Role: Level 2 Desktop Support

Responsibilities:

- Provided support for two full swings.
- Setup a new office for a project onsite.
- Provided support for Windows 10 related issues
- Troubleshooted MS Office 365 related issues.
- Renewed smart badges and updated certificates on the smart badges.
- Enabled and disabled user via AD.
- Added/Removed users from AD group policy.
- Patched network ports to relevant onsite offices.
- Configured Cisco Phones according to user profiles.

Duration: December 2017 – February 2018

Employer: Total IT consult, Melbourne, VIC

Client: ANZ, Melbourne, VIC

Project: Hardware refresh

Role: Desktop Support technician

Responsibilities:

- Provided support for desktop update for windows 7.
- Provided 1st level windows server support and set up MS clients.
- Patched and installed custom agent installation package.
- Installed and updated antivirus software.
- Resolved BAU technical issues.

Duration: September 2017 – November 2017

Employer: Save The Children, Melbourne, VIC

Client: Save The Children, Melbourne, VIC

Project: IT operations for sites across Australia

Role: IT helpdesk analyst

Responsibilities:

- Provided 1st level windows 10 support via face to face, on-call and email.
- Setting up MS clients via Active directory.
- Resolved tickets regarding technical issues related to work desks and hardware.
- Created mailboxes on MS Exchange, mapping drives relevant to each user as per their department.
- Granted software licenses for Office 365 applications.

Education

The University of Melbourne, Master of Information System - Major in Business Analysis – Completed 2016

Achievements

- Awarded by **Chevron Australia** for displaying high performance behaviour of decisiveness.
- Awarded by **Save the Children** for resolving 300 tickets in 3 months