# Palak Parekh

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| --- | --- | --- |
| **Gender** | **:** | Female |
| **Date of Birth** | **:** | July 1992 |
| **Nationality** | **:** | Indian |
| **Employment Status** | **:** | Foreigner |
| **Country of Residence** | **:** | India |

# Employment History



I have been working for 2 year(s).

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| --- | --- |
| IT Helpdesk Analyst | 1 Aug 2016 - Present |
| NCR corporation |  |
| **Job Function** | Help Desk & IT Support |
| **Industry** | IT / Telecommunications |

### Job Duties

* Level 1 support for PC client issues e.g. desktop/laptop hardware, software, OS, printers and mobile setup.
* Analyze the symptoms, determine the root cause, review Knowledge Base instructions, provide resolution and document the relevant details.
* Follow-up with Level 2 support teams for timely completion of tasks.
* Air-watch MDM Configuration and troubleshooting on devices.
* Co-ordinate with third-party vendors like Dell and Canon for hardware issues.
* Proficiency with Virtual Private Network, Office 365 and Outlook.

### Achievements:

* Maintained customer satisfaction rate of 100%
* Awarded •Employee of the month• twice times for delivering outstanding technical support and customer service.
* Closed 95% of trouble tickets on the first call without escalation.

# Education

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| --- | --- | --- |
| Shayog college of management studies | | 2017 |
| **Education Level :** | Masters |  |
| **Field of Study :** | Information and Communication Technology |  |
| Mumbai university |  | 2014 |
| **Education Level :** | Degree |  |
| **Field of Study :** | Computer Engineering |  |

**Technology Proficiency**

## Process Flow and Call tracking tools:

ITLI incident management service process, service now

## Software:

MS Office, Oracle

## Browser:

Chrome, Internet Explorer, Firefox, Safari

## Networking

LAN and VPN / remote connectivity

## Operating System

Windows, UNIX

## Programming Languages

Java, JavaScript, C++, html

## Database Language

SQL

# Language

## English

Good



## Hindi

Good



## Gujarati

Good