

Haroon Bakoban

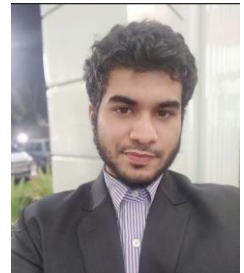
IT Support Specialist

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Objective

IT Support Specialist with 3 years of experience, recognized for improving performance and resolving issues efficiently to ensure high user satisfaction. Seeking to leverage expertise in troubleshooting, system administration, and database management to collaborate effectively with cross-functional teams to achieve organizational objectives.

Core Competencies and Skills

3 Years of Experience in CRM, ITSM, Quality Management in IT Industry.

IT Service Management (ITSM) | Technical Support | Team Management | Business Process Improvement | IT Management | Root Cause Analysis

Technical Skills:

- **Troubleshooting & Diagnostics**
- **Operating Systems (Windows, macOS, iOS/Android)**
- **Active Directory Management**
- **Software Installation & Licensing**
- **SQL Database Management (SSMS)**
- Automation & Scripting (Python, Unix Shell)
- Remote Support Tools (TeamViewer, AnyDesk)
- CRM Systems Management, **ServiceNow** Expert
- Virtual Machine Deployment
- **Incident & Knowledge Base Management**, Collaboration with Development Teams
- Deployment Process Streamlining, Infrastructure Monitoring (Nagios, SolarWinds)

Soft Skills: Customer Service, Analytical Thinking, Team Collaboration, Problem-Solving, Time Management, Documentation & Communication.

Experience

IT Specialist – July 2023 – October 2024

Teleperformance

- Acted as the first point of contact for end-user technical support, resolving Level 1 incidents with a **95% first-call resolution rate** and reducing ticket escalations.
- Utilized front-end admin tools to deploy virtual floating PCs, assigned attributes based on user requirements, approved licenses, and managed software download permissions.

- Managed and supported **CRM** systems, resolving issues within **SLAs** and customizing workflows to improve user adoption by **15%**.
- Automated routine **CRM** and database maintenance tasks using **SSMS** and **Python**, reducing manual effort by **20%** and minimizing downtime.
- Used the Employee Readiness Framework (ERF) tool to automate onboarding communications for new hires, ensuring readiness and reducing manual intervention.
- Provided advanced troubleshooting and root cause analysis for escalated issues, reducing overall resolution time by **25%**.
- Collaborated weekly with Knowledge Managers to enhance the knowledge base for L1/L2 engineers and optimize self-service articles, reducing ticket volume.
- Consistently achieved a **customer satisfaction** score of **95%+** through effective communication and user training.
- Monitored IT infrastructure using tools like Nagios and SolarWinds, resolving alerts with a **90% SLA compliance rate** and ensuring **99% infrastructure uptime**.
- Performed initial troubleshooting for servers, networks, and storage, resolving **30% of network issues at L1 level** without escalation.
- Managed user access and permissions in Active Directory, reducing access-related tickets by **15%** through efficient account management.
- Took on L2 responsibilities, including advanced diagnostics and escalated issue resolution, improving response times and reducing downtime.

IT Analyst – May 2021 – March 2023

HCL Technologies

- Acted as the first point of contact for end-user technical support, resolving Level 1 incidents with a **95% first-call resolution rate** and reducing ticket escalations.
- Reduced downtime by **20%** through proactive monitoring and Python scripts to identify application performance issues.
- Managed **SQL** databases using **SSMS**, improving query performance by **30%** and ensuring data integrity.
- Authored Unix shell scripts for system monitoring and backups, reducing system administration efforts by **20%** and improving incident resolution times by **30%**.
- Logged all incidents and resolutions, enhancing team knowledge and reducing recurring issues by **15%**.
- Managed and Trained level 1 Service Desk Engineers with Tools such as **Unix Shell, Ticketing tools such as ServiceNow, and Front-End Admin Applications** specific to the organization.
- Provided Level 2 application support using ServiceNow, resolving 95% of incidents within SLA and improving user satisfaction.
- Customized ServiceNow workflows to streamline the incident management process, leading to a 15% reduction in ticket resolution time.
- Analyzed and reported on ServiceNow data to identify trends and areas for process improvement, contributing to a 10% increase in efficiency.
- Successfully improved the chat bot functionality and **conducted mock testing** to ensure optimal performance.

Machine Learning Intern – May 2019 until June 2019

Experts HUB (Hyderabad, India)

- Created Twitter Sentiment analysis to make critical predictions, automate reasoning and decisions and calculate optimization algorithms.
- Prototyped the Twitter sentiment analysis and quickly determined application viability.
- Identified new problem areas and researched technical details to build innovative products and solutions
- Implemented **Python**, Incorporating libraries such as **Pandas**, **NumPy**, etc.

Education

Devops with AWS Bootcamp (March 2023 – June 2023)

Trained on Devops tools such as Jenkins, Git and GitHub, Docker and Docker Swarm, Kubernetes, Ansible, Terraform. Used AWS EC2 Servers to integrate the Tools and have hands-on Experience.

Bachelor of Engineering (October 2020)

Computer Science Engineer, **first class with Distinction**, OU, Hyderabad

Completed **2 Major Projects** and 2 Minor Projects with Programming in this period

All India Senior School Certificate Examination

Central Board of Secondary Education (CBSE) First Class (85 percentile) IIS-Dammam.

Accomplishments and Additional Skills

- Highest work ethic 3 months in a row in whole offshore Team, Recognized and awarded by management of the Organization Twice, in both organizations.
- Awarded with Best Performer twice within 4 months of Joining Teleperformance.
- Strong problem-solving skills with a keen attention to detail.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook) , **Typing Speed 100 WPM**
- Familiarity with ITIL framework and ticketing systems (e.g., ServiceNow, Jira)
- Virtualization technologies (e.g., VMware, VirtualBox)
- Experience with cloud platforms (e.g., AWS, Azure)
- Strong written and verbal communication skills, Project coordination and task prioritization
- Documentation and process improvement expertise, Adaptable and able to thrive in fast-paced environments.

Languages

- **English – Professional proficiency**
- **Arabic – Working proficiency**
- **Urdu/Hindi – Native proficiency**

Declaration

I hereby declare that the information provided in this CV is true and correct to the best of my knowledge and belief. I take full responsibility for the accuracy of the details mentioned above.