

## **INTRODUCTION**

Experienced Desktop Support Analyst and Service Coordinator with a demonstrated history of working with recognized banks and the appraisal management company industry. Strong information technology professional skilled in Windows Server, Software Installation, Networking, Active Directory, Troubleshooting, and Computer Hardware.

## **PROFESSIONAL SUMMARY**

- Support installation, configuration, and support of Microsoft Azure.
- Experience in different monitoring systems RDP (Bomgar and Dameware), Active Directory
- Proficient in using VMware, JIRA, Confluence, and ServiceNow Ticketing systems.
- Strong troubleshooting and problem-solving skills.

## **TECHNICAL SKILLS**

Operating Systems and Servers: Windows Server 2012, Mac OS, Windows, Linux.

Other: Microsoft Exchange Server, Active Directory, Office365, Amazon Chime, Cisco finesse.

## **CERTIFICATIONS**

- AWS DevOps CI/CD Elastic Beanstalk and Code Pipeline (UC-GQ4TM6JG) from Udemy
- SQL and Relational Database 101 (DB0101EN) from Cognitive Class
- Currently pursuing certifications in AWS DevOps and GCP Engineer to expand cloud computing and infrastructure management knowledge and skills.

## **WORK EXPERIENCE**

### **TD bank (IT Operations Analyst)**

**December 2021-Oct 2022**

#### **(Contract)**

- Support applications and systems by meeting or exceeding standards and service levels while minimizing operational risk.
- Promptly schedule packaging and new application releases and engage partners.
- Recorded incidents and actions taken in Service now Issue Ticketing system.
- Manage onboard and offboard requests in SharePoint for new, and existing users.
- Prepare administrative reports, including data gathering and analysis.
- Creating new user IDs, administering existing access, and disabling IDs for departing staff as per the IT Operational Team's responsibilities.
- Pre- and post-deployment steps, licenses, and software.
- Develop and implement plans and reports to improve operational effectiveness and efficiency.
- Coordinates requests with IT support teams, identifying, tracking, and resolving issues.
- Provides timely response to queries, help resolve problems, and report/escalate issues relating to the computer and telecommunication system.

**Scotiabank (Service Coordinator)  
(contract)**

**September 2021-December 2021**

- Responsible for logging IT incidents using the Service now ticketing system.
- Assisting team with Incident & Problem Management processes & tools, troubleshooting, assigning, and escalating to departments- Service Now
- Configuration, administration, activation, and troubleshooting of Microsoft Teams and Intune Deployments for mobile, laptops, and BYOD on Android and iOS devices.
- IMAC; Install, Move, Add and Change applications remotely for windows and Mac OS.
- Use of multiple applications including Cisco Finesse, Citrix, Zoom, Skype for business, LAPS and Air Watch.
- Troubleshooting Computers, Network drives, and VPN /software issues remotely using RDP, Bomgar SCCM, Active Directory, and Network & Wireless Printer Malfunctions.
- Create, Delete, Edit, and unlock profiles, groups, and distribution lists in Active Directory.

**BMO Financial Group  
(Help Desktop Support Technician Tier III)**

**June 2021 –August 2021**

- Provide initial point-of-contact and prompt, courteous customer service to internal customers of the BMO IT Help Desk in an enterprise-level organization.
- Manage BMO Enterprise-wide User Accounts using Active Directory and Office 365.
- Perform AS400 client configurations, stop & restart hung jobs and mainframe password resets.
- Problem-Solving Level 2 support and Level 3 support issues.
- Administer, develop, and maintain a Help Desk Knowledge Base.
- Administrator skills in Microsoft server, and Microsoft Office 365 Suite.
- Skilled in imaging software SCCM and UPT.
- Knowledge of backend task services and software assign system i.e., MECH and DRT

**The Nationwide Group  
(Desktop Support Analyst) Co-op**

**September 2019 –August 2020**

- Assist all Corporate users with problems relating to peripheral devices and software applications, Operating Systems (Windows, Linux, macOS), and Apple technologies.
- Monitor the JIRA ticketing system and/or route issues for resolution action.
- Accurately document all development work and tracking of trouble calls. Support corporate meeting room with technologies.
- Administer, manage, and support servers based on Windows server 2012.
- Actively identify and analyze help desk trends by capturing historical information through a Problem Ticketing system in JIRA to resolve ongoing problems.
- Perform 1st and 2nd level support for software/hardware issues and diagnose potential areas of failure.
- Create and Manage the Telephone Extensions for new and current users into Cisco.

**EDUCATION**

**Lambton College, Toronto, ON**  
Post-Graduation – Cloud Computing for Big Data

**2018 -2019**  
GPA: 3.2/4.0

**SAKALCHAND PATEL COLLEGE OF ENGG., VISNAGAR , India**  
Bachelor of Technology in Information Technology

**2013 – 2017**  
GPA: 3.3/4.0