

# ROHAN BRIJLALL

+1.347.737.6139 | [BRIJLALL.R@GMAIL.COM](mailto:BRIJLALL.R@GMAIL.COM)

10425 124<sup>TH</sup> STREET, S. RICHMOND HILL, NY 11419

IT TRAINING & SUPPORT MANAGER | CORPORATE TRAINER | Sr. SUPPORT TECHNICIAN

## OBJECTIVE

Results-oriented IT Professional with (12+) years of experience in Applications Support, Data Analytics, and Corporate Training. Proven success in IT Management and IT Service Desk Management roles. (5+) years, leading a Team of (6-8) Technical Support Technicians; supporting medium to large Organizations. Effectively Providing daily communication to my direct reports. Adept Project Oversight skills in facilitating major Implementations and Technical Transitions. Proficient in Data Analytics; assisting Executives & Higher Management Personnel in utilizing KPI Metrics for strategic decision-making across various business units.

## STRENGTHS | RECOGNITION| EXPERTISE

- **Executive Dashboards:** Adept in crafting Dashboards for “C” level Executives - utilizing KPI Metrics from various Business Unit Databases in a clear, timely and efficient manner.
- **Multi Environment Conferencing Configuration:** Skilled in configuring and supporting large-scale Conference Environments, both In-Person and Virtual, for C-level Executives conducting meetings and presentations.
- **Technology Adaptation:** Proven ability to quickly learn and implement innovative technologies. Expert with assisting, oversight and complete implementation and transitions for Hardware Assets and Software Applications.
- **Hardware & Software Expertise:** Proficient in a wide range of computer systems, OS / Monitoring Tools, and Testing methods.
- **Recognized for Collaborative & Independent Work Skills:** Thrive in both collaborative team environments and self-directed projects.
- **Team Leadership/Management:** Skilled in motivating, leading service desk technicians to handle all support tickets following all Service Level Agreement timeframe requirements per business unit or external out of office locations.
- **Technical Troubleshooting:** Rapidly identify, diagnose, and resolve complex system issues, maximizing efficiency and minimizing costs.
- **Continuous Learning:** Dedicated to ongoing professional development for myself and my subordinates. Efficiently transferal newly found or prior knowledgebase information regarding fixes, resolutions and streamlining processes for everyday work efficiency.
- **Corporate Training:** Experienced in delivering engaging training sessions for all users companywide.

## SYSTEMS/APPLICATIONS

- |  |  |  |
|--|--|--|
| • Microsoft Windows 7/8/10/11          | • MDM- MobiControl                     | • eFaxing Software (Avaya)                   |
| • Microsoft 365 Administration         | • GoToWebnr                            | • Cyber Security – Symantec Endpoint         |
| • Microsoft Active Directory/Azure     | • GoToMeeting                          | • Networking: LAN/TCIP/DNS                   |
| • Microsoft Exchange                   | • Cisco Webex                          | • Carbon Blue Cyber Security Monitoring      |
| • Microsoft Windows Server             | • Citrix Applications /Environment     | • SSO Administration                         |
| • Microsoft Endpoint                   | • Avaya Telephony / Conferencing Tools | • Cisco Meraki – Video/Audio/ Security Suite |
| • Microsoft SQL                        | • Oracle/ Java                         | • Cisco Access Point Suite                   |
| • Microsoft Office Suite               | • VMware                               | • Netsmart, EMR                              |
| • Microsoft Teams – Conferencing       | • Adobe Software Suite                 | • Allscripts, EMR                            |
| • Windows Deployment Services          | • Google Workspace Suite               | • HHA Exchange EMR                           |
| • Remote Support via LogMeIn           | • Google Workspace Administration      | • Smartsheet                                 |
| • Zoom Admin Suite / Licensing         | • DELL MC Cloud Solutions              | • Workday / HR Suite                         |
| • BMC Track IT! Ticketing System       | • Docuware Document Management Suite   | • LMS Suite / Elsevier                       |
| • ServiceNow Ticketing System          | • Docuware Cloud Solutions             |  |
| • Freshdesk Ticketing System           | • DocuSign                             |  |
| • ClkSence KPI Dashboard/Metrics Tools | • Ricoh Print Suite                    |  |
|  | • Xerox Print Suit                     |  |

## **PROFESSIONAL EXPERIENCE**

### **PERSONAL-TOUCH HOMECARE CORPORATE IT MANAGER, TRAINING & SUPPORT**

**JULY 2014 - NOVEMBER 2023**

- Lead, direct, and manage the Technical Support Help Desk team (6-8) Technicians.
- Streamlining Daily Processes and Procedures.
- Create and update Service Level Agreements Policies for various business units and out of state locations dependent on business needs.
- Manage Support Desk technicians, leading all subordinates to adhere to the required Service Level Agreements.
- Managed all MS 365 User Licenses / Conducted all Administrative functions via Azure/Active Directory & Microsoft Endpoint.
- Creation of Documentation for all IT Policies and Procedures
- In-Person Corporate Level Support for all Corporate Staff members and "C" Level Executives
- Train and Supervise IT Support Analysts/Technicians for all Level I, II & III Technical Support Requests.
- Ensure proper logging of all support requests by the Service Desk Staff.
- Assist Technicians with Identifying, analyzing, and providing solutions for IT-related problems across all Personal Touch Homecare locations.
- Manage/Train and delegate all Asset Management tasks within the IT Helpdesk Team.
- Create and Train Imaging Process for all Laptops, Desktops, iPads, and technical peripherals.
- Manage transitions between manual and computerized processes, and between different computer systems.
- Monitor and support all software Applications and all Hardware Support requests, ensuring timely and accurate responses meeting all business Service Level Agreements.
- Manage IT Service Desk Projects, ensuring transparent communication with the VP of IT regarding team progress. Escalate and Triage Helpdesk Escalations with Manage Service Provider and or applicable ISP, Hardware, and Software vendors.
- Assisted VP of IT with the transition to a Managed Service Provider - Moving all on Prem Servers to a Cloud Based system.
- Supervise implementation of Corporate Training Programs, including updating policies and procedures for compliance.
- Identify and implement enhancements to existing training programs and software support items.
- Develop and supervise training materials in alignment with industry related policies and procedures.
- Oversee customer service to ensure compliance with policies, objectives, and initiatives.
- Lead testing processes and procedures, confirming validation of all new processes, systems, and applications under the guidance of the VP of IT Services, Training and Support.
- Manage all IT purchasing needs, Telecom Invoice Management, and oversee Company Wide Contracts for all locations.
- Coordinate IT and Telecom Services for office openings, closures, and relocations.
- Handle IT all IT contract renewals.
- Provide KPI Metrics / reports on all service desk productivity, common issues, and major incidents to the CIO and VP of IT.
- Analyze reports for the VP of Training & Support to support data-driven decision-making.
- Manage staff scheduling and conduct timely performance evaluations.
- Conduct and oversee Quality Assurance for all Corporate and Remote Employee Training needs/requirements.

### **NYRA (NEW YORK RACING ASSOCIATION)**

**MAY 2012-APRIL 2014**

#### **TECHNICAL SUPPORT ANALYST**

- Troubleshoot technical issues within an enterprise environment, including system crashes, slow performance, and data recovery.
- Manage and resolve priority 1 issues, ensuring timely documentation, escalation, and closure of all technical support tickets.
- Monitor Ticketing System, work with team members to efficiently resolve and maintain SLA Agreements.
- Provide on-site application support to users across diverse business units.
- Effectively utilize support tools, documentation, and in-house systems to monitor applicable systems and servers.
- Respond to and resolve client system difficulties related to software or hardware issues.
- Leverage technical expertise to solve problems both internally and in collaboration with external vendors and manufacturers.
- Escalate complex issues to IT management as needed.
- Handle incoming user requests (via phone, email, or in-person) related to hardware, software, networking, and other technology issues.
- Call Center based Support (High Volumes)
- In-Person Support for "C" Level Executives.
- Maintain up-to-date virus and Microsoft updates on workstations and laptops within all (3) Horse Racing Locations (Belmont, Aqueduct, and Saratoga)
- Diagnose and resolve hardware issues (e.g., modems, printers) and software problems.
- Install personal computers, software, and peripheral equipment

**EASY TECH” PC TECHNICIAN (In-Store/Mobile)**

- Performed repairs, upgrades, and software/peripheral installations in a fast-paced retail environment.
- Provided in-store and on-site computer support, including hardware fixes and software upgrades.
- Resolved computer issues via phone-based troubleshooting.
- Maintained customer communication through email and phone follow-ups.
- Documented repair requests, including status updates and detailed logs.
- Recommended technology products (desktops, laptops, software, peripherals) to address customer needs.
- Assisted with inventory management and loss prevention procedures.
- Prepared and shipped PC parts and equipment using UPS and FedEx to customers or vendors.

---

**EDUCATION**

**THE CITY COLLEGE OF NEW YORK: ASSOCIATE OF LIBERAL ARTS**

**COMPTIA: A+ CERTIFIED**

**LinkedIn Assessment Certification: Microsoft 365 Administration Certification**

**REFERENCES PROVIDED UPON REQUEST**