

DISH DUDHAT

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PROFESSIONAL SUMMARY

Proactive and detail-oriented IT Service Desk Technician with 2+ years of experience delivering technical, troubleshooting, and customer support across enterprise environments. Proficient in Microsoft 365, Intune, ServiceNow, and Active Directory, with a strong record of resolving incidents quickly and improving IT service delivery. Recognized for communication, problem-solving, and maintaining high end-user satisfaction under ITIL/ITSM frameworks.

CORE SKILLS

- **Incident Management:** ServiceNow, ITSM, SLA Tracking, Escalations, Change Management
- **Technical Support:** Windows 10/11, macOS, Microsoft 365, Azure AD, Active Directory, VPN, Network Connectivity
- **Automation & Reporting:** PowerShell, Power BI, Process Automation, Root Cause Analysis
- **Knowledge Management:** Documentation, SOP Creation, Confluence, Training Materials
- **Continuous Improvement:** QA Testing, Asset Management, Process Optimization
- **Soft Skills:** Communication, Problem Solving, Customer Focus, Time Management

PROFESSIONAL EXPERIENCE

Scotiabank Arena (MLSE), Toronto

Feb 2025 – Oct 2025

Internal Store Analyst

- Responded to and resolved hardware, software, and POS incidents via ServiceNow, improving ticket resolution time by 35% and uptime during live events.
- Conducted root cause analysis and escalated complex issues to senior technicians, ensuring complete and timely incident closure.
- Identify, research, isolate and escalate incidents to assist in resolution of network and hardware problems. Follow up to ensure resolution and communicating to appropriate parties, as required.
- Deployed and configured over 200 devices through Intune and SCCM tool, ensuring full compliance and smooth operations.
- Documented detailed troubleshooting steps, root cause findings, and standard operating procedures (SOPs) in Confluence, enabling consistent issue resolution and reducing repeat incidents by 20% across support teams.
- Collaborated closely with cross-functional IT and infrastructure teams to plan, test, and validate hardware and software rollouts, ensuring zero service disruption, improved system stability, and smooth end-user adoption.

Seneca College IT Service, Toronto

Jan 2024 – Apr 2025

IT Help Desk Intern

- Provided Tier 1–2 support for 500+ technical tickets via ServiceNow, resolving software, hardware, network, and endpoint issues with high SLA compliance.
- Conducted functional and regression testing for system images, software patches, and network updates to ensure end-user readiness.
- Delivered onboarding and training sessions for Microsoft 365, VPN, and Wi-Fi, improving adoption by 30% and reducing support escalations.
- Logged, tracked, and updated all incidents and service requests in ServiceNow with detailed notes, ensuring accurate historical records, timely follow-ups, and complete documentation upon ticket closure.
- Assisted in user onboarding, training sessions, and password management, providing step-by-step technical guidance that improved end-user readiness and reduced recurring access-related issues.
- Collaborated with infrastructure and application teams to coordinate software updates, patch deployments, and change management activities, ensuring minimal downtime and full SLA compliance.
- Developed comprehensive troubleshooting guides, QA checklists, and knowledge articles to standardize responses, enhance team efficiency, and improve overall support consistency.

PROJECTS

- **ServiceNow Performance Optimization:** Analyzed 2,000+ tickets in Power BI to identify patterns, improving SLA compliance by 20%.
- **PowerShell Automation:** Created scripts for AD user creation and workstation setup, cutting new hire setup time by 50%.
- **IT Asset Lifecycle Dashboard:** Designed Power BI dashboard for asset tracking and vendor SLAs, enhancing visibility and reducing procurement delays.

EDUCATION

Seneca Polytechnic College

Diploma in Computer Programming | GPA: 3.3

CERTIFICATES

- IT Help Desk Professional – Udemy (2025)
- ServiceNow ITSM: Incident, Problem & Change Management – Udemy (2025)
- Mastering Microsoft 365 Admin & Support – Udemy (2025)
- Cisco Cybersecurity Essentials – Cisco (2025)