

# Sidhant Parab

## Service Desk Analyst



India

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- Service desk analyst with overall 2+ experience providing excellent customer service and technical support to end users.
- Key achievement: succeeded in troubleshooting issues 3k+ customers and delivering quality service that surpassed their expectations by 85% on average.



### Skills

Technical support	●●●●●
Software installation	●●●●●
System administration	●●●●●
Network configuration	●●●●●
Ticketing systems	●●●●●
Customer service	●●●●●
Desktop support	●●●●●
Documentation	●●●●●
Adaptability	●●●●●
Troubleshooting	●●●●●



### Work History

2023-03 - Current	<div><div>●</div><div><h4>Service Desk Analyst - Full Time</h4><p>Frontline Managed Services, Porvorim, Goa, India</p><ul style="list-style-type: none"><li>• Entry-level Service Desk professional with a strong foundation in IT support.</li><li>• Successfully completed an intensive 3 Week training program, gaining hands-on experience in troubleshooting and problem resolution.</li><li>• Recognized for the ability to quickly learn new technologies and adapt to changing environments.</li><li>• Reset passwords, unlocked accounts, granted special permissions, and managed accounts on Active Directory.</li><li>• Utilized Service-Now/Genesys to log issues, interactions, incidents and triaged them to the Level-2 Support Team.</li><li>• Provided technical assistance for troubleshooting issues through inbound calls, emails, and outbound calls.</li></ul></div></div>
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2021-12 - 2022-10

- Delivered timely resolutions for customer issues and queries while adhering to defined SLAs with 8 minutes on average.
- Followed up over 2k+ tickets until clients problems were resolved, achieving a 90% first call resolution rate.
- Enrolling, troubleshooting IOS or Android devices using firm's MDM Ivanti MobileIron.
- Setting up MFA on client devices using Coreview.

## System and Network Administrator - Full Time

*Carvalho Business Solutions, Margao, Goa, India*

- Performed 30+ hands-on fixes at desktop level, including installing and upgrading software's, implementing file backups and configuring applications.
- Worked with vendors to reduce the cost of equipment.
- Maintained 50+ Windows Computer including configuring and monitoring.
- Responsibility on the servers, server room, and end users (30+ users).
- Creation of SSL VPN profiles in Cyberoam and Sophos Firewall , Whitelisting IPs, Monitoring.
- Resolved over 150+ monthly ticketed issues with in the set SLA achieving a 95% user satisfaction rating.
- Perform desktop installation, basic cabling, network monitoring, and troubleshooting of the network and systems residing on the network.
- Assists the network engineer in the configuration and management of networking devices including Cisco switches, routers and firewalls.
- Giving internet, common Drive folder access to users.
- Taking backups of MAC system on monthly basis.
- Maintain backup logs & verify completion of backups.
- First level troubleshooting on Windows Server.
- Configuring, managing & securing resources (Users, Printers and Folders).
- Maintain backups of virtual machines running on VMWare.
- Maintaining, giving folder access, folder creation, deletion in Synology NAS.

2021-10 - 2021-12

## Intern

*Cyclingzens, Porvorim, Goa, India*

- Kayaking and Cycling Guide with a passion for outdoor adventures. Experienced in leading group tours, ensuring safety, and providing exceptional customer service.
- Strong knowledge of local routes and equipment maintenance.

2018-06 - 2018-08

## Computer Technician - Internship

*Global Computer Services, Panaji, Goa, India*

- Computer Technician with internship experience providing technical support, diagnosing hardware/software issues, and performing system upgrades.
- Skilled in troubleshooting, repairing, and maintaining computer systems.
- Assembling, dismantling systems.



## Education

### Diploma: Computer Engineering

2016-08 - 20200

2010-06 - 2016-05

Government Polytechnic Panaji - Panaji, Goa, India

- Comprehensive knowledge of computer systems, programming languages (C, Java), and network fundamentals. Skilled in hardware troubleshooting, software development (HTML, PHP, Javascript), Database management (SQL) and system administration.
- Strong problem-solving abilities and a passion for staying updated with emerging technologies.

Secondary School Certificate

Mahatma Jyotirao Phule - Colvale, Goa, India

- Solid foundation in academic subjects including mathematics, science, languages, and social sciences.
- Strong communication skills, critical thinking abilities, and a commitment to continuous learning and personal growth.



Languages

- English 

Bilingual or Proficient (C2)
- Hindi 

Bilingual or Proficient (C2)
- Konkani 

Bilingual or Proficient (C2)
- Marathi 

Upper intermediate (B2)



Certifications

- 2023-08 [Microsoft Office Specialist: Associate (Office 2019)] License - [soq9-XMoB]
- 2023-04 [NSE3 Network Security Associate] Liscence - [F5eBCD1uqo]
- 2023-03 [Help Desk Administrator: Duo Security] Liscence - [or7mspq547ci]