

Sidhant Parab

Service Desk Analyst



Colvale, India 403513



<https://www.linkedin.com/in/sidhantparab>



+919356771281



siddhantparab18@gmail.com



<https://www.digitalresume.co.in>

- 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

- **Service Desk Analyst - Full Time**
Frontline Managed Services, Porvorim, Goa, India
 - Entry-level Service Desk professional with strong foundation in IT support.
 - Successfully completed intensive 3 Week training program, gaining hands-on experience in troubleshooting and problem resolution.
 - Recognized for ability to quickly learn new technologies and adapt to changing environments.
 - Reset passwords, unlocked accounts, granted special permissions, and managed accounts on Active Directory.
 - Utilized Service-Now and Genesys to log issues, interactions, incidents and triaged them to Level-2 Support Team.
 - Provided technical assistance for troubleshooting issues through inbound calls, emails, and outbound calls.

2023-03 - Current

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 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 cost of equipment.
- Maintained 50+ Windows Computer including configuring and monitoring.
- Responsibility on 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 set SLA achieving 95% user satisfaction rating.
- Perform desktop installation, basic cabling, network monitoring, and troubleshooting of network and systems residing on network.
- Assists network engineer in 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 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.
- Successfully migrated company data during system upgrades without losing any critical information
- Enhanced system performance by conducting regular software and hardware updates

- Used diagnostic tools to identify hardware failures and replace non-functional components



Education

2016-08 - 20200

Diploma: Computer Engineering

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.

2010-06 - 2016-05

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] License - [F5eBCD1uqo]

2023-03

[Help Desk Administrator: Duo Security] License - [or7mspq547ci]

2022-06

[Git Tutorial] License - [RXKPEJLB]



Interests

Cycling

Photography

Anime

Movies

Batminton